KONICA MINOLTA

SSD SUPPORT SOLUTIONS

7085 - ALL ACTIVE SOLUTIONS

June 2009

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Solution ID TAUS0701528EN* **Solution Usage**

Description

Abnormal noise, toner spill or F23 code.

Solution

CAUSE: The conveyance idler shaftfor recycle toner conveyancefalls off. When thee-clip which fixes the shaft cannot rotate with the shaft, the e-clip gradually scrapes the surrounding shaft surface. The e-clip is detached and the shaft falls off.
I f this occurs, toner cannot be output from cleaner and abnormal noise is generated.
Since waste toner cannot be collected, excessive loadon thedrum drive system may occur causing the F23 indication.

SOLUTION: Nip spacer/B (p/n 56AA1770) wasinstalledbetween the bearing and the spacer to decrease sliding resistance of the e-clip. By doing so, the e-clip rotates with the shaft.
Notes :
1.Replace the e-clip with a new one.
2. If the e-clipgroove in the conveyance idler shaft is badly worn, replace the shaft as well (p/n 55VA5703).
3. Refer to attached file for the procedure. Replacement time: approx. 10to 15 minutes.
4. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html
5. Thecountermeasure has not been applied to the following bizhub PRO 920 machines.
SERIAL NUMBERS
57GA00001 - 57GA00069
57GB00001 - 57GB00049
57GE00001 - 57GE00738
57GF00001 - 57GF00449
57GL00001 - 57GL00013
57GN00001 - 57GN00012
57HE00001- 57HE00141

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Solution ID TAUS0802765EN* **Solution Usage**

Description

Frequent conveyance jams in the trimmer section when more than 16 sheets are trimmed.

Solution

CAUSE: Trimmer motor (M102) had an excessive load placed on it due to the amount of paper to be trimmed trimming. This may have caused the Motor driving board assembly to fail (M102 fuse OPEN). The 25 mode dipswitch 26-0 default was changed from 0 to 1 (trimming capacity from 16 sheets to 20 sheets).

SOLUTION: Replace the Motor driving board assembly (p/n 13LH-9310). Check for any M102 gear or bearing wear and replace accordingly. Ensure that dipswitch 26-0 is set to 0 (default is 0 and for 16 trimmed sheets). The dipswitch is used for the TU-109 only. Do not use for the TU-108.
If trimming more than 16 sheets, but less than 20 sheets is required, upgrade to the TU-109 is recommended.
Note : For load reduction of the trimmer unit, up to 16 sheets (up to 80g/m2) is allowed for trimming. If one thick paper (up to 105g/m2) is included as a cover page, other 15 sheets should be 80g/m2 or less.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

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7085 Controller - no or slow print, scan failure, garbled data, lockup

Solution ID TAUS0703272EN* **Solution Usage**

Description

Unable to print with the three-hole punch option selected. All print jobs punch with two holes.

Solution

CAUSE: Three-hole punch is not selected in memory switches.

SOLUTION: Perform the following procedure to enable three-hole punching:
1. Press the HELP key.
2. Press Key Operator Mode.
3. Press the down arrow and select #13 Memory Switches.
4. Scroll to memory switch #46.
5. Press Change to select 2 or 4 hole punch.

SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0620130EN* **Solution Usage** 24

Description

Gray bands or blur lines from front-to-rear on the trail edge of 11x17 prints/copies.

Solution

PROBABLE CAUSES:
1. Worn fixing unit lower roller bearings or flat spots on the lower roller is allowing the lower roller to bounce which causes bands during image transfer.
Replace the lower fixing roller and bearings (p/n 55VA-5281).

2. Burrs on fixing drive gear/E (p/n 55VA-1670) causing inconsistent fixing unit rotation.
Replace fixing drive gear/E.

3. Worn developing unit.
Replace developer, and developing unit (p/n 55VA-3000).

4. The cleaner shaft holders (bearings) for the toner guide brush are seized resulting in improper brush rotation and a loss of ground to the brush.
Replace the shaft holders front and rear (p/n 55VA75020) and ensure there is a clean path to ground.

5. Binding bushings in the resist (registration) unit or flat spots on the resist unit rollers causing transfer blur due to improper paper speed.
Remove and clean all resist unit bushings and replace worn parts as needed.

6. Worn components or a build up of foreign material in the main drive or drum drive units. Clean or replace affected parts.

7. The 36 mode timing adjustments incorrect.
Refer to 7075/FORCE 75/7085 Technical Bulletin #15 for the troubleshooting procedures to determine the cause of the blur lines.
Notes :
a.If after all of the above recommendations have been done, and the problem remains unresolved, please contact the hotline for further assistance. Sample prints and Management lists may be requested.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0618404EN* **Solution Usage** 7

Description

Dark band from front-to-rear, normally on the first print of a run.

Solution

CAUSE: The cleaner shaft holders (bearings) for the toner guide brush are seized resulting in improper brush rotation and a loss of ground to the brush.

SOLUTION: Replace the shaft holders front and rear (p/n 55VA 7502 0) and ensure there is a clean path to ground.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0703708EN* **Solution Usage** 0

Description

Prints have random gray streaks in the lead-to-trail direction.

Solution

CAUSE: A failed NVRAM.

SOLUTION: Please call the SSD Hotline for further instructionsregardinghow to obtain a replacement NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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7085 Image too light, dark, uneven or wrong color

Solution ID TAUS0808326EN* **Solution Usage**

Description

Background that will not clear up.

Solution

CAUSE: The image density is set too dark on the laser unit causing background to appear.

SOLUTION: Adjust soft switches (DipSW) 5-2 = 1 and 5-3 = 0 to lighten the image. If it is still too dark set 5-2 = 0 and 5-3 = 1.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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7085 Image voids or deletions

Solution ID TAUS0643221EN* **Solution Usage** 2

Description

Approximately 3mm to 4mm all around the image is being cut off when scanning to FTP. The originals are 8.5x11 and have image at the edge of the page. Even when selecting reduction, the image is still being cut off.

Solution

CAUSE: All scanning through the EDH or platen is subject to edge erase. All four sides of the scanned image are erased approximately 2mm to 4mm all around the entire document. This is done to prevent the edge of the originals from scanning which will produce a shadow/line when imaged. This is the default function when a document is scanned.

SOLUTION: To remedy this issue make the following selections in the Scan to FTP mode:
1. Under "Function" select the "Application" key.
2. Under "Application" select All-Image Area.
3. Press the [Start] button.
The entire image should be reproduced with these settings.
Note : These settings must be selected each time a job is scanned. The All-Image Area setting can not be made as a default setting. This setting works in all three scan modes: scan to HDD, FTP, and E-Mail.

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Solution ID TAUS0700453EN* **Solution Usage** 739

Description

NVRAM Troubleshooting Procedure used to identify NVRAM problems and and information concerning damaged or missing NVRAM/BRU.

Solution

bizhub C250/C252/C300/C350/C351/C450

NVRAM trouble codes (C-D3xx codes) can occur at any time. Mostly these codes happen when updating firmware. A NVRAM Data Restore procedure was announced a few months ago to address these codes:

Stop, 0, 7, 1, 3, 9, *

What this procedure does is take a good image of the NVRAM off the MFP board (created when you performed the NVRAM Data Backup) and restore it to the NVRAM. There are approximately 30 registers that can be corrupt, so the above procedure may have to be done as much as 30 times.

WARNING : If a corrupt NVRAM is suspected, DO NOT perform the NVRAM Data Backup. This will take the corrupt NVRAM image and back it up to the MFP board. If this is done, and the NVRAM is replaced, the corrupt data that was just backed up will be transferred to the new NVRAM. If this is the case, then the NVRAM and MFP board will have to be replaced as a set.

Known unrecoverable NVRAM symptoms:

1. Stuck on hourglass screen
2. Incorrect meters
3. When performing the NVRAM restore procedure the codes repeat themselves

Note : One thing that has been noticed is these machines seem to be highly susceptible to voltage sags and spikes. It is HIGHLY recommended to install a quality power line conditioner on these machines.

Known fixes for various codes:

C-D36E and C-E002 – Install Phase 3.01 firmware (H5 or H6 depending on model).

If a corrupt NVRAM is suspected, please try performing a Data Clear. This can be found in the Tech Rep mode.

CAUTION : All programmed addresses will be cleared. Please backup the address data using PageScope Web Connection to backup the data before performing the Data Clear. If NVRAM replacement is necessary please be aware that the meters may not be transferred and they might be reset to zero. This is unrecoverable and the correct meters cannot be input.

8020/CF2002/8031/CF3102

Codes C-3C00 through C-3C40 indicate a corrupt BRU.

Codes C-3C50 through C-3C90 indicates a problem with the PWB-C board or the scanner to main body cable.

8050/CF5001/bizhub PRO C500

The NVRAM for the C500 cannot be replaced in the field. The only way to correct a corrupt NVRAM is to send the OACB, NVRAM, and PRCB into Konica Minolta to be reset.

Known defective NVRAM symptoms:

1. Meters or default adjustment values are extremely high.
2. Adjustments do not hold after powering the machine OFF/ON.

Note : On the Black and White machines verify that the NVRAM is bad by swapping a good NVRAM from another machine in the same product family. This will save significant time and expense in getting back the machine in working condition.

bizhub 200/250/350

Common symptoms when NVRAM replacement may be necessary:

1. Machine not going to ready state.
2. Not printing to a host name with DHCP.
3. Not scanning to E-mail.
4. On startup, abort code 0x0000999a .
5. Abort code 0x00f00b00 .
6. Not printing.
7. Machine rebooting every few minutes.
8. Screen freezing in Konica Minolta logo.
9. Keep losing machine settings when power OFF.

bizhub 420/500

Common symptoms when NVRAM replacement may be necessary:

Note : First try to flash the machine to the latest firmware before swapping the NVRAM because the firmware fixes many of the following symptoms:

1. Screen freeze in Konica Minolta logo.
2. Fax unit locking up theMFP or not recognized.
3. C-E084 error code.
4. Cannot PING the MFP.
5. C-D203 error code.
6. Display resetting to Japanese.
7. Losing network settings after firmware upgrade.
8. C-E002 error code.
9. Scan to E-mail or FTP.
10. Loss of adjustment data.
11. Total counter is reset.
12. Display TCR adjustment.
13. C-284x error code.

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bizhub 600/750
Common symptoms when NVRAM replacement may be necessary:
1. Screen freeze in Konica Minolta logo.
2. Cannot recognize document feeder.
3. Error code SC2203 .

7145/7255
Common symptoms when NVRAM replacement may be necessary:
1. Blank screen.
2. Loss of E-mail addresses.
3. Loss of settings.
4. Error code E56-01 .

Ordering Procedures
Call the SSD Hotline at 800-825-5664, to open a Problem Ticket.
IMPORTANT : All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated.If a request is received without an established problem ticket number the request will be denied.
The NVRAM can be ordered via the Online Technical & Special Program order form located within MyKonicaMinolta.com:
1. Login to MKM.com.
2. Select the Service tab.
3. Select Warranty, Repair, & Special Programs (menu at left side of screen).
4. Click on Warranty Services & Technical/FOC Programs (in center of screen).
5. Select NVRAM/BRU Replacement Program.

Updates/Status
Call Logistics at 201-934-5339.
Notes :
a. Refer to the attached RA formand Bulletin Number 5783 for more detail.The bulletin may be a bit out-of-date concerning actual ordering procedures and applicable models.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Clinton Marquardt, ESS/SSD and Cesar Jimenez and Ed Bellone, Production Print/SSD

Solution ID TAUS0656768EN* **Solution Usage** 50

Description
What Konica Minolta printer drivers will come bundled with Microsoft® Windows Vista™ and what is the release schedule for Vista™-compatible drivers?

Solution
Please refer to the Windows Vista™ Hardware Compatibility List for Printers & Scanners.
For EFI legacy products that will not receive a Vista™-specific driver, refer to the following statement:
"The previous drivers (System 5/5e-8/8e) will not work on 64-bit Vista™. However, these drivers will work on the 32-bit version of Windows Vista™ with minor issues."
Known issue : Borders and frames around icons and panes within the driver UI may not show up correctly.
Notes :
1. If a previous driver was Microsoft® Windows XP WHQL certified, Microsoft® also honors the digital signature (CAT file) on Windows Vista™.
2. The latest print drivers are available via the Konica Minolta Download Selector. Access the Selector from the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
3. The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html
4. Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Bill Ehmke, ESS/SSD and Jim Behrends, Production Print/SSD

Solution ID TAUS0701604EN* **Solution Usage** 39

Description
NVRAM/BRU replacement form.

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Solution

The online NVRAM/BRU Replacement RA/Claim formis referencedin attached Bulletin Number 5783.
Notes :
1. AN SSD TICKET NUMBER MUST BE ASSIGNED IN ORDER TO PLACEA NVRAM/BRU ORDER ONLINE. All requests for NVRAMs must be approved by the SSD Hotline and a problem ticket generated. If a request is received without an established problem ticket number, the request will be denied.
2. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0800962EN* **Solution Usage** 19

Description

SERVER CONNECT ERROR message and unable to scan to E-mail viaMicrosoft® Exchange Server 2003 and 2007.

Solution

CAUSE: An exception for the printer was not added to the Microsoft® Exchange Server.

SOLUTION: Have theserver Administrator add an exception for the printer to the Exchange exceptions list.
1. Open the Control panel and select Windows Firewall.
2. Select Exceptions and Add Port.
3. Add a name and Port number.
4. Click on Change Scope.
5. Select Custom List and add the IP address for the exception.

SPECIAL NOTE: Solution contribution by Mark D'Attilio, Production Print/SSD, SPECIAL NOTE: Solution contribution by Malcolm Hibbert, Workgroup/SSD

Solution ID TAUS0801706EN* **Solution Usage** 7

Description

Paper Test requirements.

Solution

For initial test the dealer/branch must supply 1000 sheets of the media paper. Once the paper is received the ticket is transferred to ESS.

If the initial test does not have any issues then a second test can be done. The dealer/branch must supply enough media to cover 1/3 of a PM cycle. There is a charge involved to cover labor and supplies. The dealer/branch will be notified byESS before the test to communicate the charges.
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Ian Lynch, Production Print/SSD

Solution ID TAUS0606924EN* **Solution Usage** 5

Description

How to copy/print onto envelopes.

Solution

Konica Minolta does not recommend copying/printing onto envelopes, asthe MFPwas not designed to run envelopes. Additionally, envelopes do not meet the standards set for paper specifications. Their multi-layer make-up, adhesive, and odd size make it unreliable and potently damaging to the MFP.
The following special paper is recommended:

Transparency film
Labels
Hole punch
Rag content
Note : These special papers must only be fed from the multi-sheet bypass tray.

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Solution ID TAUS0701663EN* **Solution Usage** 4

Description
Printgroove-supported printers.

Solution
Printgroove-supported Printers
Konica Minolta:
bizhub PRO 1050/1050P Embedded Full
bizhub PRO 920 IC-203 Full
bizhub PRO C500/8050 IP-901/IC-302/IC-405 Limited
bizhub PRO C500 IC-301 Limited
bizhub PRO C6500/6500P IC-303/IC-305/IC-408 Limited
bizhub C650 IC-409 Limited
7085 IP-602/IP-602M Limited
Xerox©:
DocuTech 6100 series DocuSP 4.x Limited
Note : The bizhub C650 IC-409 and Xerox© DocuTech 6100 series DocuSP 4.x are now supported with PrintgroovePOD SERVE/GUIDE/QUEUE version 1.3.

Solution ID TAUS0703268EN* **Solution Usage** 4

Description
ISW error codes list.

Solution
ISWERROR CODES

Error Code

Description

Action

01

There is an error in the command to ISW processing unit.

Program is not executing normally. Restart from power ON and re-execute the ISW.

1F

A program error is detected.

Program is not executing normally. Restart from power ON and re-execute the ISW.

41

Input data format error

Check the ISW transfer data file.

42

Invalid machine name input data

Check the ISW transfer data file.

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43

Invalid board name input data

Check the ISW transfer data file.

81

Input device error such as input timeout.

Check that the communication cable between input devices (PC or ISW Tool) is properly connected.

C1

Failed to erase flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

C2

Failed to write flash ROM. (during ISW to image control board)

There is an error in the flash ROM on the image control board. Restart from ISW. If the error persists, the life of the image control board flash ROM may have expired. Replace the image control board.

Error Code

Description

Action

C3

ROM checksum error. (during ISW to image control board)

The checksum result after program writing does not match the ROM checksum data of the ISW transfer data file. Restart from ISW. If the error persists, the ISW transfer data file may not be created correctly.

C4

Output device error such as output timeout

An error was detected in the ISW board targeted at that time. Check the ISW board.

E1

Failed to erase flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM may have expired. Replace the targeted control board.

E2

Failed to write flash ROM. (during ISW to printer control board and FNS control board)

There is an error in the flash ROM on the printer control board or FNS control board. Restart from ISW. If the error persists, the life of the targeted flash ROM

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may have expired. Replace the targeted control board.

E3

Communication error between image control board, printer control board, and FNS control board (during ISW to printer control board and FNS control board)

Check the I/F between the image control board and printer control board, or I/F between the printer control board and FNS control board.

Error Code

Description

Action

F80-11

Printer Control ISW not written

Perform ISW data install

F80-21

VIF Control ISW not written

Perform ISW data install

F80-30

ISW time-out

Perform ISW data install

F80-31

ISW data error

Perform ISW data install

F80-32

ISW write error

Perform ISW data install

F80-40

FNS ISW not written

Perform ISW data install

F80-41

ZU ISW not written

Perform ISW data install

Note : Please refer to attached Error Codes list. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

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Solution ID TAUS0801272EN* **Solution Usage** 4

Description

Support for Account track, Secure print, and User authentication from Unix/Linux environments.

Solution

Konica Minolta does not support Account track, Secure print, and User authentication from Unix/Linux environments at this time.
The availability of these options for Unix/Linux environments is being considered for future development.
Please attachticket to this solution and provide the following information;
1. Product model number(s).
2. Now many products placed or being considered for placement.
3.What "flavor" and version of Unix/Linux operating system.
SPECIAL NOTE : Solution contribution by Tony Pizzoferrato, ESS/SSD

Solution ID TAUS0900739EN* **Solution Usage** 4

Description

How to load a 64-bit driver on a 32-bit Server system (Microsoft® Windows 2003 Server/Vista™).

Solution

Please follow this step-by-step procedure and refer to the attached video.
1. Load the 64-bit driver on the client.
2. Load the 32-bit driver on the server and share it out.
Note : If you receive a pop-up indicating “COPY ERROR”, setup cannot copy this file. Example: KOZJA_.PP_. This could possibly be a file path length limitation. Try reducing this limitation by pulling out the specific driver needed and placing it on the desktop.
3. From the 64-bit client perform the Run command to connect to the 32-bit server (example: \\11.11.5.33) and press enter.
4. Double-click on the shared out printer.
5. Select printer and then properties.
6. Select the Sharing tab and click on the additional drivers box.
7. Select or check-off the 64-bit (x64) driver to be added to the 32-bit server.
8. Select OK and the 64-bit driver should be pushed up to the server.
9. Check the additional drivers of the client and server to confirm that the x86 (32-bit) and x64 are both installed.
Notes :
a.This was tested on like versions of 32-bit and 64-bit drivers.
b.To viewthis procedure, Apple© QuickTime®should be installed.It can be downloaded for free at http://www.apple.com/quicktime/download/ .
SPECIAL NOTE : Solution contribution by Freddie Burnham, Production Print/SSD

Solution ID TAUS0603169EN* **Solution Usage** 3

Description

Can NCR PAPER® be used as copy paper?

Solution

NCRPAPER® has only been approved for use in the bizhub PRO C500/920/1050.
Konica Minoltarecommends an NCR PAPER® named Xero/Form® II fromAppleton Papers in Wisconsin. Xero/Form® II is a vegetable-based product that works extremely well.
Note : For the bizhub PRO C500 and 920, refer to Bulletin #5349 . For the bizhub PRO 1050 series see Marketing Bulletin #05-GB-014 .
To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0615546EN* **Solution Usage** 3

Description

How to disable auto T/S corona electrode cleaning.

Solution

To disable auto transfer/separation electrode cleaning, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).

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3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-4 or 3-4using the arrow keys.
5. Set 2-4 to 1 (OFF) for the 7055/7065. Set 3-4 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0615561EN* **Solution Usage** 3

Description
How to disable auto charge electrode cleaning.

Solution
To disable auto charge electrode cleaning, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software switch setting] on the touchscreen.
4. Scroll to software switch 2-3 using the arrow keys.
5. Set 2-3 to 1 (OFF) for the 7055/7065.Set 3-3 to 1 (OFF) for the 7075/7085/Force75/Force85, 7155/7165/7255/7272/Force65, Di551/Di650, Di750/Di850 and Di5510/Di7210.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619462EN* **Solution Usage** 3

Description
What is the recommended tab paper?

Solution
The recommended tab paper is made by Avery® and the product number is 7103. Series 7100 is 90lb white index and is 9x11.

Solution ID TAUS0627763EN* **Solution Usage** 3

Description
Vellum paper specifications.

Solution
Vellum paper is outside of the special paper specifications of the machine therefore specific paper specification can not be provided. The paper may run though the machine, however Konica Minolta does not support a particular brand of vellum paper.
Note : Vellum paper has tendencies to hold a static charge causing the paper to have transfer problems with possible premature wearing of the drum. This paper, in some cases is coated, and could possibly lead to premature wearing of the fuser rollers or leave marks on the copies.

Solution ID TAUS0622167EN* **Solution Usage** 2

Description
Tab printing availability.

Solution
The most recent system software allows for tab printing functionality. The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0623470EN* **Solution Usage** 2

Description
Hecon® key counter availability.

Solution
A kit (p/n SE95-4020) is available which includes all necessary mounting hardware and wiring. It does not include the key counter (PCUA 950816). If individual parts are ordered referring to Technical Operations Bulletin A4 D5 dated 6/25/03, the adapter wiring harness (p/n 1206K0010) is not needed since it is included with the kit. Use the long adapter wiring harness. The short one is not needed. Directions are included with the kit.

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Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0701618EN* **Solution Usage** 2

Description

PostScript printer driver for Microsoft® Windows Vista™.

Solution

The latest printer drivers are available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab, or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

The Windows Vista™ Compatibility Legend can be viewed at: http://kmbs.konicaminolta.us/content/support/vistasupport.html

Note : Refer to the attached document for a list of Konica Minolta printer drivers that come bundled with Microsoft® Windows Vista™. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0616012EN* **Solution Usage** 1

Description

How to change or delete a programmed user in conjunction with the Scan to E-mail, HDD or FTP features.

Solution

To change or delete a previously programmed user in conjunction with the Scan to E-mail, HDD or FTP features, perform the following:

1. Press the HELP key.
2. Press KEY OPERATOR MODE as indicated on the touchscreen.
3. Press the DOWN arrow one time.
4. Select [19] (Scan transmission setting).
5. Select E-Mail, HDD or FTP on the touchscreen.
6. Select CHANGE to change the address or select DELETE to delete the address.
7. Press OK and then RETURN to return to normal operating mode.

Solution ID TAUS0634392EN* **Solution Usage** 1

Description

How to clear a fuser service code (SC 34-xx, SC 35-xx, SC 36-xx).

Solution

Using the 25 mode, softswitch 3, bit 1 must be changed back to 0 (off). To do this, perform the following steps:

1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).

Note : The button must be held down for about 5 seconds before the message is displayed.

2. Enter the password 9272 and press the Start (Print) button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.

Note : Please see the Service Manual for details.

Solution ID TAUS0702779EN* **Solution Usage** 1

Description

After ARPing LinkCom™ III, the LAN light still flashes and is not seen in PrintGuide™.

Solution

CAUSE: Incorrect procedure.

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SOLUTION: After ARPing the LinkCom™ box, PING the TCP/IP address in order to activate the ARP. The light will go solid and it will be seen in PrintGuide™.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS

Solution ID TAUS0645619EN* **Solution Usage** 0

Description
How to put the document feeder (EDH. RADF) into test mode.

Solution
The 47 mode can be used to check the sensors and motors. Code 060 has several tests for the document feeders:

DF-313

DF-316

DF-317

DF-322

EDH-2

EDH-4

EDH-5

EDH-7
Note : Please see the attached Field Service Manual pagesfor details. To view the separate manual pages Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
Toaccess thefile(s), WinZip® must be installed. WinZip® can be downloaded from the WinZip® website at http://www.winzip.com/ddchomea.htm .

Solution ID TAUS0701510EN* **Solution Usage** 0

Description
Stuck in warm-up mode.

Solution
CAUSE: Failed upper fuser thermostats.

SOLUTIONS: Replace the upper fuser thermostats (p/n 55va88050 and p/n 55va88060).

Solution ID TAUS0701136GE* **Solution Usage**

Description
Are Citrix© certified drivers available?

Solution
Citrix© certified drivers are not available.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0702534EN* **Solution Usage**

Description
How to install a printer using LPR (IP Printing) under Macintosh® OS9.

Solution
Please perform the procedures mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0702889EN* **Solution Usage**

Description

Printing to a printer on a Microsoft® Windows XP PC from a Macintosh® OS version 10.3.

Solution

Please perfrom the step-by-step procedures mentioned in the attached PDF.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Cesar Jimenez and Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703276EN* **Solution Usage**

Description

Hard Disk Drive image extracting tool (archive job visualizer).

Solution

The format to save image dataon a main body HDD has been changed forintegrated machines (bizhub PRO 1050/1050P and bizhub PRO 920). Image datafor conventional models cannot be migrated over to integrated machines and vice versa. Due to this problem, there is a tool to covert image data on a HDD to data which can be handled on the PC.
By connecting the built-in HDD in the main body to a PC and performing the batch process with this tool (attached), compressed image data on the HDDis converted to TIF files which can be handled on a PC.
Note : This toolis also available via the Konica Minolta Download Selector (search for 'jv100'). Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by KMBT (Japan).

Solution ID TAUS0800433EN* **Solution Usage**

Description

IsMagneCote® paper or magnetic backed paper supported?

Solution

MagneCote® paperor magnetic backed paper is not supported.
SPECIAL NOTE : Solution contribution by Marge McLea, ProductionCustomer Support/SSD

Solution ID TAUS0800731EN* **Solution Usage**

Description

Parts have changed for the drum separating claw and toner guide brush assembly.

Solution

To be able to use the parts in common between all the listed MFPs,the drum separating claw(p/n 57GA2919) amount of coating has changed and the length of the bristles on the toner guide brush assembly (p/n 57GA-574) has changed. See attached Parts Modification document for details.To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

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Solution ID TAUS0802146EN* **Solution Usage**

Description
Field Service Manuals for the 7075/7085/FORCE 75/FORCE 85.

Solution
Attachedare the Field ServiceManuals for the 7075/7085/FORCE 75/FORCE 85and associated options (19.8MB).

PU-108 (Punch Unit)
PU-109 (Punch Unit)
Notes :
1.To open the ZIP file, WinZip®should be installed. WinZip® can be downloaded from the WinZip® website: http://www.winzip.com/ddchomea.htm .The file can either be saved to disk or opened.It is recommended to download the ZIP and open from the local computer to view or run.
2. To viewaPDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0900083EN* **Solution Usage**

Description
How to default the opening scan size of a scanned document from Adobe® Acrobat® 9.

Solution
To default the opening scan size of a scanned document via Adobe® Acrobat® 9 perform the following:
1.Open a PDF.
2.Select Edit and then Preferences.
3.Click on Zoom to scroll and select the desired opening size.
SPECIAL NOTE : Solution contribution by Mark D'Attilio and Ian Lynch, Production Print/SSD

Solution ID TAUS0900745EN* **Solution Usage**

Description
How to view the meter reading on the operation panel.

Solution
Here is a list of some of the legacy black and white models. Follow the procedure to view the meter reading on the operation panel.

KONICA

7020

PRESS 123 ON THE LEFT SIDE

7022

7030

7130

7035

7145

PRESS * KEY

7033

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PRESS P 1 START

7040

7045

7060

7065

7155

PRESS P

7165

7255

7272

7075

7085 SPECIAL NOTE : Solution contribution by Cesar Jimenez, Production Print/SSD

Solution ID TAUS0901466EN* **Solution Usage**

Description

What is the recommended MD5 checker?

Solution

Therecommended MD5 checker is HkSFV (download attached file).
HkSFV uses CRC-32 and MD5 technology to validate the integrity of files that you have downloaded or moved through a potentially unstable medium (burnt to CD, transferred over the Internet/LAN). HkSFV can verify your files in seconds and is compatible with Win-SFV and md5sum.
HkSFV is the simple, easy and most automatic application to create or check SFV and MD5 files.
What is an SFV?
An SFV file is a tiny list of files and CRCs, which allow you to check to see if the files you have downloaded are exactly what you are expecting. The CRC algorithm used in SFV files allows you to see if the file you have has been changed, even a single byte, since the SFV file was created.
What is an MD5?
MD5 did not exist until somewhat recently, as md5sum is a popular UNIX format similar to SFV and UNIX does not use file extensions the way Microsoft® Windows-based systems do. MD5 uses the md5 algorithm to computechecksums, rather than the CRC-32method used by SFV. The md5 algorithm is almost as fast as CRC-32, but it is much more accurate at detecting changes in files.
Some key features of HkSFV:

Easy installation and automatic uninstallation (leaves no trace in the registry, even goes one step further than most programs and restores previous file associations when you remove it)
One-click creation and checking of SFVs and MD5s
Flawless & smooth upgrading to new versions (simply install the new version)
Automatic association with SFV files, and an option to fix file association when other programs steal it
Handles SFV and MD5 files from any other program invisibly (including files created on *NIX)
Database/cache of previously checked files
Batch SFV and MD5 checking - queue up and check many SFVs and MD5s in one pass, specify a directory and check all the SFVs and MD5s in that directory (including subdirectories, if you want)
Automatically find renamed files while checking SFV or MD5 files
Enqueue SFVs or MD5s during file verification
Recursive directory support during creation and verification
Supports creation of .bad and .missing files, or deleting failed files
Drag-and-drop SFV or MD5 file or directory to create/check SFV or MD5
SPECIAL NOTE : Solution contribution by Gregg Gallant, Production Print/SSD

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Solution ID TAUS0801765EN* **Solution Usage** 8

Description
FS-xxx, first page not aligned properly/not stapled in stapled sets.

Solution
CAUSE:Static build-up onalignment plate which causes the first page to stick.

SOLUTION:Wipe affected are with anti-static compound (Brillianize®, Pledge®, dryer sheet, etc.).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0626822EN* **Solution Usage** 0

Description
J17-01 from all trays, except from the bypass tray.

Solution
CAUSE: The manual feed driving gear/C (p/n 55VA77180) is slipping which causes loss of drive to the paper feed loop roller.

SOLUTION: Clean or replace the manual feed driving gear/C, which has a one way bearing. The gear is used for bypass tray drive and loop roller drive depending on the direction M6 (loop roller motor) is rotating.

Solution ID TAUS0900007EN* **Solution Usage**

Description
J-1701 when 8.5x11 fed from main trays. Sheets can be fed from bypass without causing a jam. Landscape size sheets can be fed from all trays.

Solution
CAUSE: The loop roller motor (M6) has failed.

SOLUTION: Replace M6 (p/n 56AA 8011 0).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0900074EN* **Solution Usage**

Description
FS-111/FS-211, when stapling, some of the pages are not stapled in the setsandJ72-19 is generated.

Solution
CAUSE:Insufficient pressure of the stacker entrance rollers.

SOLUTION:Increase the pressure of the Stacker Entrance Rollers by reforming the tension springs.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0701267EN* **Solution Usage** 2

Description
When loading ISWTrns on Microsoft® Vista™, USB is not available under Settings.

Solution
CAUSE: Earlier ISWTrns version is being used.

SOLUTION: The USB feature is available in ISWTrns utility version 3.74E and newer.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0800366EN* **Solution Usage** 2

Description
When printing from Microsoft® Publisher andperforming a mail merge, thecopiesare all stapled together.

Solution
CAUSE: This is a known anomaly with Microsoft® applications.

SOLUTION: Please read the attached Microsoft® articleregarding a resolution for the problem with Microsoft® Publisher 2000 and 2003. To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800601EN* **Solution Usage** 1

Description
When printing from Microsoft® Office Excel using authentication and printng several spreadsheets within the same document, the authentication dialog box pops up for each spreadsheet page.

Solution
CAUSE: Improper selection in the printer driver.

SOLUTION: Select PRINT ENTIRE WORKGROUP in the application dialog box.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0801980EN* **Solution Usage**

Description
"Device can not print in accordance w/guidelines pick another printer" message when trying to print postage from Stamps.Com.

Solution
CAUSE: Driver incompatibility.

SOLUTION: Stamps.com states that they will not work with Konica Minoltadrivers.The only thing they will do is print labels, and you have to purchase the labels from Stamps.com.
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0802412EN* **Solution Usage**

Description
Slow printing issue when utilizing Macintosh® OS 10.4.x.

Solution
CAUSE: Issue with the CUPS daemon configuration file on Macintosh® OS 10.4.x. being corrupt.

SOLUTION: The old CUPS daemon configuration file must be deleted and a new one created. Please see the attached document for instruction on how to

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remove and re-create the daemon configuration file.
SPECIAL NOTE : Solution contribution by Tim Blevins - KMBS/Cleveland

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Solution ID TAUS0613434EN* **Solution Usage** 40

Description
SC90-01 at power up.

Solution
PROBABLE CAUSES:
1.Failure of the ADU drive board due to a short. An ICP on the ADU boardmay beOPEN.
Note : Service code may have occurred after a jam in the ADU.
Please:

Check ICPs on the ADUDB. It is possible thatone is OPEN.

Inspect the wiring harness, solenoids, fans and motors in the ADU section.

Check 24V DC outputs on the ADUDB to isolate a short to ground/pinched wire.

Replace the ADU DB if necessary.
Note : ICPsare not a replaceable part. It is not a fuse; it is a semiconductor device (like a transistor or diode).
WARNING : DO NOT ATTEMPT TO SHORTACROSS ANICP .

MODELADU DB PART NUMBER
7075/FORCE 75 55VA-9071
7085 56GA-9070
7155 56EA-9040
7165 56AA-9040
7255/7272 56QA-9040
Di5510/Di7210 4396-1282-01
Di551 4026-1006-01
Di650 4024-2892-01
Di750 4014-4065-01
Di850 4027-1412-01

2. The connection at the rear of the ADU tray has loosened and is not making a proper connection. Inspect the wiring harnesses in the ADU section. Reseatany connections of the ADU umbilical wiring harness on the ADU tray and at the rear of the machine below the fixing unit. Verify proper operation.

Solution ID TAUS0622313EN* **Solution Usage** 14

Description
ISW DATA ERROR 41 when attempting to flash the firmware.

Solution
CAUSE: A printer is attached to LPT1 preventing the ISW utility from sending the file to LPT1.

SOLUTION: Remove the printer (or other device) that is attached to LPT1.
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0624160EN* **Solution Usage** 8

Description
SC46-25 after power up.

Solution
PROBABLE CAUSES:
1. Pinched wiring in the registration/ADU area.
Inspect the wiring in the registration area for any pinched/shorted wires and repair as needed, especially if work was recently performed in this area. In this case, the error code appears as soon as L1 lights during initialization. L1 will flash for one second rather than remaining illuminated for the normal 6 -7 seconds that occurs during a normal initialization.

2. L1 failed.
L1 may come ON in 47 mode, however the exposure lamp intensity is excessive. Replace L1 (p/n 56AA83010).

3. The DCPS2 failed.

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Note : There also may be a loud noise from the optics drive system.
Replace the DCPS2 (p/n 55VB84520).

Solution ID TAUS0625807EN* **Solution Usage** 7

Description
FS-211, F77-23 at power up or when using the folding or folding/staple function.

Solution
PROBABLE CAUSES:
1.M17 (stapling-and-folding stopper release)failed.
To check M17, perform the following:
a. Access the 47 multimode (power the machine while holding down on the 4 and 7 keys), output code 075, press P-25-P.
b. If M17 does not come ON replace the motor (p/n 129X 8011 0).

2. There is a bind in the stapling/folding stopper preventing stopper movement.
Remove the stapling and folding stopper assembly from the stacker (4 screws) and inspect the gear mesh between the stapling and folding stopper motor (M17) and the lever locking gear (p/n 129X 4275 0) and correct as necessary.
Also inspect the lever locking cam (p/n 129X 4274 0) relationship to PS21 (stapling and folding stopper release HP sensor). Check that there is no contact between the cam and sensor that could cause binding.
Check the operation of the stopper assembly by accessing the 47 mode (power the machine while holding down on the 4 and 7 keys), output code 075, press P-25-P. Each time the start button is pressed, the stopper should make a complete cycle.

3. Broken stapler/stopper wiring harness.
Replace the stapler/stopper wiring harness (p/n 13TR 9015 0).

Solution ID TAUS0620395EN* **Solution Usage** 6

Description
J32-11 or F53-12 at power up.

Solution
PROBABLE CAUSES:
1.The wiring of the vertical conveyance unit (right side) is pinched by the lower right side cover (p/n 55VA12061 for 7075/FORCE 75 ;p/n 56GA12060 for 7085/FORCE 85 ; p/n 4014-1846-01 for Di750 ; p/n 4027-1449-01 for Di850) resulting in a damaged printer control board.
Inspect the conveyance wiring and repair any damaged wiring using a suitable insulating material. Ensure that the wiring is secured in all clamps and position the wiring so there is no contact with the lower right side cover. Also inspect that if, an LCT is installed, the LCT is not pinching the wiring. If, after the wiring is repaired, the code still exists, replace the printer control board (p/n 55VA-9021 for 7075/FORCE 75 ; p/n 56GA-9020 for 7085/FORCE 85 ; p/n 4014-3033-01 - PWB assembly for Di750 ; p/n 4027-1391-01 - PWB assembly for Di850).
Note : Amodified conveyance wiring harness (p/n 55VA90252 for 7075/FORCE 75 or p/n 56GA90251 for 7085/FORCE 85) is available which makes routing of the harness easier.

2. The F1 fuse on the DCDB failed.
Replace F1 fuse (p/n 963003000 for 7075/FORCE 75 and p/n 4014-2358-01 for Di750) on DCDB (p/n 55VA-9060 for 7075/FORCE 75 and p/n 4014-3250-01 for Di750).

Solution ID TAUS0624953EN* **Solution Usage** 4

Description
No power, except that the timer light is blinking.

Solution
CAUSE: A problem with thefirmware.

SOLUTION: Shut down the MFP. When power is reapplied, theLCDwill be blank and the "Timer" light will be blinking. Even though the LCD is blank, start the "Image" program download.
Note : As soon as the program starts downloading the "Energy Saver" light will start blinking. This indicates the download has started. It may take up to 1 minute for the progress bar to start moving. Once the download is complete theMFP will immediately and automatically showa normal LCD. Do not abort the process.

Solution ID TAUS0645241EN* **Solution Usage** 3

Description
SC60-03 service code at power up. Condition can be cleared for a few seconds but returns immediately.

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Solution

CAUSE: There is no initial communications between the logic of theMFP main body and thedocumentfeeder (DF-313/DF-317/EDH-2/EDH-5).

SOLUTION: Check the connections between thedocument feederandMFP by unplugging and reseating all of the electrical connections.
Make sure thedocument feederis not isolated by checking DIPsw 18-4 in the [25] Service Mode =>Soft Switch Setting Mode. The Soft Switch should be set to "OFF" indicating thedocument feederis not isolated.
If all other checks fail to resolve the service code issue, replace thedocument feederCB (p/n 4014-3140-01 for the Di750/7075and p/n 4027-2084-01 for the Di850/7085).

Solution ID TAUS0648867EN* **Solution Usage** 2

Description

SC46-99 at power up.

Solution

CAUSE: A connector is loose on the IPB.

SOLUTION: Reseat all connectors on the IPB. Replace theIPB if needed (7085 - p/n 56GA-9010 and Di850 - p/n 4027-1384-01).
SPECIAL NOTE : Solution contribution by Chuck Tripp, Production Print/SSD

Solution ID TAUS0648899EN* **Solution Usage** 2

Description

SC67-00 at power up.

Solution

CAUSE: Dirty sensors in the DF.

SOLUTION: Clean all the reflective sensors in the DF and perform the RADF sensor sensitivity adjustment. This adjustment is located under the [2. Image adjustment].

Solution ID TAUS0638623EN* **Solution Usage** 1

Description

F23-11 during copy mode.

Solution

CAUSE: M11 and/or driver board has failed.

SOLUTION: To check M11 (toner supply), perform the following:
1. Access the 47 mode (power the machine while holding down on the 4 and 7 keys, output code 54).
2. Press the PRINT button and see if the toner motor comes ON.
3. If the toner motor does not come ON, replace M11 (p/n 55VA80060 for 7075 and p/n 56GA80060 for 7085) and also the driver board (DCDB - p/n 55VA-9060for 7075 and PRCB - p/n 56GA-9020 for 7085).
Note : To err on the side of caution, replace both motor and board at the same time. Please see page 98 of the Service Manual (attached). To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .

Solution ID TAUS0702539EN* **Solution Usage** 1

Description

Memory goesto 0% when printing large jobs.

Solution

CAUSE:Firmware upgrade required.

SOLUTION:Upgradeto version 26.5.0 then install the patchto upgrade to version 26.5.0a. Be advised that this is a floppy disk update.
Note : The latest version firmware or system software is available via the Konica Minolta Download Selector. Access the Selector from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
SPECIAL NOTE : Solution contribution by Paul Santangelo, ESS/SSD

Solution ID TAUS0652003EN* **Solution Usage** 0

Description

J21-2.

Solution

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CAUSE: The Dmax sensor is detecting paper during idling.

SOLUTION: Check for paper blocking the Dmax sensor located by the Cleaning Section, around the Drum.

Solution ID TAUS0655775EN* **Solution Usage** 0

Description
F67-08 or SC67-08 when using the RADF/EDH.

Solution
CAUSE: The RADF/EDH paper feed assembly is jammed preventing movement to allow the PS315 (tray upper limit) to be actuated by the upward movement of the lift tray.

SOLUTION: Correct the source of the bind and ensure that when the feed assembly is is raised by the lift plate, the upper limit sensor is flagged.

Solution ID TAUS0703288EN* **Solution Usage**

Description
SC52-07 error code (Fan MT-3).

Solution
CAUSE: The front door interlock switch has failed.

SOLUTION: Replace the front door interlock switch (p/n 4014-1741-01).
SPECIAL NOTE : Solution contribution by Gary Scimeca, Production Print/SSD

Solution ID TAUS0703702EN* **Solution Usage**

Description
Background on the rear front side of the copies in the lead-to-trail direction.

Solution
CAUSE: The developing unit has failed.

SOLUTION: Replace the failed developing unit (p/n 56GA-3000).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0703848EN* **Solution Usage**

Description
DF-313/DF-317, J65-02 at power up.

Solution
CAUSE: Themirror is out of position due to a bent platen guide assembly causing the original conveyance sensor to not change state.

SOLUTION:To check the original conveyance sensor (PS308) access 47 mode, input code 60, P-04-P. The state of the original conveyance sensor (PS308) will be displayed in the dark blue band at the top of the touchscreen. When the sensor is not blocked by paper [L] should be indicated. When the sensor is blocked by paper [H] will be indicated on the touchscreen.
Straighten or replace the platen guide plate assembly (p/n 13TN-1450 for the DF-317 or p/n 13GA45620 for the DF-313).
SPECIAL NOTE : Solution contribution by Ian Lynch, Production Print/SSD

Solution ID TAUS0800011EN* **Solution Usage**

Description
SC28-01 during the copy process.

Solution
CAUSE: The Charge Corona Unit has failed.

SOLUTION: Replace the failed Charge Corona Unit (p/n 56GA-2500).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0800743EN* **Solution Usage**

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Description

MAKE COVER SHEET SIZE PLEASE COINCIDE WITH PAPER SIZE message when trying to use the post inserter.

Solution

CAUSE: The wiring to PS205 (sheet size small photo sensor) and PS206 (sheet size large photo sensor) on the PI108 are reversed or not connected.

SOLUTION: To verify the proper operation of PS205 and PS206, perform the following:
PS205
1. Access the 47 multimode by holding the 4 and 7 keys while powering the machine ON, input code 76, press P-60-P.
2. Flag PS205 with paper. If PS205 does not change state, try flagging PS206.
3. If PS206 changes state, then the wiring is reversed.

PS206
1. Access the 47 multimode by holding the 4 and 7 keys while powering the machine ON, input code 76, press P-61-P.
2. Flag PS206 with paper. If PS206 does not change state, try flagging PS205.
3. If PS205 changes state, then the wiring is reversed.

Note : If neither PS205 nor PS206 change state, check the wiring harness for the sensors to see if it is disconnected.
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801474EN* **Solution Usage**

Description

Embedded escape sequence will not allow the print job to switch between simplex and duplex printing.

Solution

CAUSE: Incorrect setting.

SOLUTION: On the mainbody,access to 25 mode and make sure soft switch 28-0 = 1 to enable mixplex printing.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0801483EN* **Solution Usage**

Description

When feeding from Tray 4 (LCT) the machine will stop feeding and continue to cycle.

Solution

CAUSE: The feed sensors of the LCT are contaminated with paper dust.

SOLUTION: Access the LCT feed and pre-registration sensors and clean the sensors and surrounding area of paper dust.
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0801785EN* **Solution Usage**

Description

Undefined Screen code IFE37H at power up.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Contact the SSD Hotline or submit a Web problem ticket so that a ticket number is available for NVRAM replacement.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802091EN* **Solution Usage**

Description

Machine goes in to energy saver mode at power up and then 25 mode automatically.

Solution

CAUSE: The NVRAM has failed.

SOLUTION: Please contact the SSD Hotline for information on how obtain a replacement NVRAM.
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

Solution ID TAUS0802408EN* **Solution Usage**

Description

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SC36-04 and SC36-06 codes at power up.

Solution

CAUSE: The fuser connector in the rear or the main frame connection for the fuser has a bent or backed out pin.

SOLUTION: Inspect and repair the fuser connector on the fuser and on the main frame in the rear of the machine.If necessary, clear the service code using the 25 mode, softswitch 3, bit 1 whichmust be changed back to 0 (off). To do this, perform the following steps:
1. Access the 25 mode (hold down the 2 and 5 keys at power up) or turn the main switch ON and wait for the Ready to Copy message. Hold the Utility button down until the message "Enter 4-digit Password To Change" is displayed. (CF-5001 uses the P key instead of a Utility key).
Note : The button must be held down for about 5 seconds before the message is displayed.
2. Enter the password 9272 and press the Start (Print) button.
3. Press [1: Software SW setting] on the touchscreen.
4. Press the left up-arrow, which is displayed on the touchscreen, twice. The number displayed above the up-arrow will change to 03.
5. Select the bit number of switch 1, using the right up-arrow. 03-1 will be displayed.
6. Press the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode or press RETURN, MODE CHANGE and then BASIC SCREEN to return to normal operation.
Note : Please see the Service Manual for details.

Solution ID TAUS0808513EN* **Solution Usage**

Description

SC23-06 during initialization.

Solution

CAUSE: Initialization failure of the cleaning unit due to damaged connectors at the rear of the drum unit or, at the machine rear.

SOLUTION: Inspect the connectors at both locations and repair any damage found.
SPECIAL NOTE : Solution contribution by Bob Moeller, Production Print/SSD

Solution ID TAUS0900117EN* **Solution Usage**

Description

F42-06 error.

Solution

CAUSE: Write unit cooling fans have failed. Write unit cooling fan 1 (FM5) and write unit cooling fan 2 (FM8) operate when checked in I/O mode.

SOLUTION: Replace both fans (p/n 56AA80540)as they are unable to operate at the correct speed.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0900323EN* **Solution Usage**

Description

F18-40 error when loading more than 3 reams of paper in the LT-402.

Solution

CAUSE: Worn lift tray components.

SOLUTION: Check all of the cables, pulleys and capstans for wear.Thesecomponents could cause the drive system to bind.If the motor operates normally with less paper loaded in the tray, the lift tray components may be the cause. Please refer to attached Parts Manual pagesas areference ofparts location (yellow highlighted). To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html .
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

Solution ID TAUS0900849EN* **Solution Usage**

Description

Unable to enter the serial number after replacing the NVRAM.

Solution

CAUSE: The serial number label on the machine is incorrect.

SOLUTION:When inputting the serial number use "GE" for the letter portion (example: xx GE xxxxx).
SPECIAL NOTE : Solution contribution by Mark D'Attilio, Production Print/SSD

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Solution ID TAUS0620249EN* **Solution Usage** 238

Description

Why toner/developer is spewing and falling onto the T/S corona resulting in light areas and marks/blotches on copies.

Solution

These symptoms can normally be corrected by following the recommendations as listed in the 7075/7085 Correction Checklist for Background and Spewing and the Toner Spill Troubleshooting document.
IMPORTANT : The magnet angle area should be checked. If the part is cracked and developer is spilling out from the developing unit refer toattachedBulletin Number 4832 for corrective measures.To viewthe PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html
SPECIAL NOTE : Solution contribution by Jim Behrends, Production Print/SSD

Solution ID TAUS0627729EN* **Solution Usage** 67

Description

E56-02 followed by a no power condition.

Solution

CAUSE: A failed image processing board.

SOLUTION: To diagnose, perform the following:
1. With the machine powered ON in 47 mode, measure the AC input to DC power supply 2. At the bottom of DC power supply 2, insert the meter leads into the black and white connectors labeled FT3 and FT4. When the machine is powered ON, 208/230V AC should be measured. The voltage must be measured with one meter lead in the black wire and the other lead in the white wire. Do not measure each individually to frame ground. If the correct voltage is measured, DC power supply 2 is defective and must be replaced (p/n 56GB84520).
2. If 0V AC is measured in step 1, check the voltage at CN900-1 and CN900-5 on the power supply management board. Each pin should have 5V DC.
3. Next, check CN903 pins 1-4 on the power supply management board. If no voltage is present, on any of the pins, the power supply management board is defective and must be replaced (p/n 55VA-9130). If 5V DC is measured on all the pins, the image processing board is defective and must be replaced (p/n 56GA-9010).

Solution ID TAUS0620247EN* **Solution Usage** 32

Description

PU108, intermittent J72-xx or J73-xx during copy process or at power up.

Solution

CAUSE: Photosensor sensitivity out of adjustment.

SOLUTION: To adjust photosensor sensitivity, perform the following:
1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the finisher CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.

Solution ID TAUS0622358EN* **Solution Usage** 26

Description

Blurred image on the trail edge of copies. Toner may also be spewing onto the drum carriage section.

Solution

CAUSE: A modification is required for machines below serial number 56GE10101. After this serial number cut in, the machines have the new style electrode rail assembly.

SOLUTION: To improve image quality, perform the following:
1. Shift the position of the TSL 3mm toward transfer corona side.
2. Remove the lamp filter (p/n 56GE49180) in the electrode rail assembly (p/n 56GA-0700) on the ADU carriage.
Notes:
a. Due to this change, the exposure area of the light from the TSL is focused, preventing the toner from spewing onto the drum, and increased the ability of paper separation from the drum is maintained.
b. Refer to the TSL installation procedure for more detailed information.
c. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0619685EN* **Solution Usage** 24

Description
How to program the machine to default to 8.5x11 when a small original is placed on the glass.

Solution
The inability of the machine to default to 8.5x11 when small originals are placed on the platen is a limitation of the product. Paper size and magnification ratios must be manually selected.

SOLUTION: To make it easier for a customer that copies large quantities of small originals from the platen, it is recommended to select the desired paper tray and magnification ratio and then store the selections under a job in job memory. Whenever small originals are to be copied, the customer selects this job from job memory which will eliminate making paper size and ratio selections for every copy.
Any requests for specification changes should be directed to our marketing department using the following URL:
http://www.konicabt.com/konicode/KoniNav/MKT

Solution ID TAUS0623087EN* **Solution Usage** 24

Description
SC46-40 at power up.

Solution
CAUSE: Failed hard drive (HD105).

SOLUTION: Replace the HD105 (Item #950556).

Solution ID TAUS0617640EN* **Solution Usage** 21

Description
Is tandem copying available?

Solution
Tandem copying for the model 7085 is available. The 7085 Tandem setup is only compatible between two 7085 machines. Please refer to the model 7085 installation instructions for detailed information and illustrations needed to perform this adjustment.
Notes:
1. To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]].
2. Use the procedure specifically for the model 7085 as it is different from the model 7075.

* Trademark ownership information

Solution ID TAUS0624340EN* **Solution Usage** 18

Description
Blank display with no Timer or Power Saver LED lit.

Solution
CAUSE: The Image Control Board failed.

SOLUTION: Replace the Image Control Board (p/n 56GA-9010)
Note: Due to the interactive activity of this board, it is difficult to troubleshoot this problem.

Solution ID TAUS0617569EN* **Solution Usage** 17

Description
DF317, not recognized by main body.

Solution
CAUSE: The RADF is not selected in the 25 mode.

SOLUTION: To select the RADF in the 25 mode, perform the following:
1. Access the 25 mode (power the machine OFF while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 18 using the up/down button at the left.
4. Select bit 4 using the up/down on the right.
5. Select OFF
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

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Solution ID TAUS0617939EN* **Solution Usage** 17

Description
F52-07 at power up.

Solution
PROBABLE CAUSES:
1. Incorrect power supplied to the machine.
Verify that the correct AC voltage is available to the machine. The voltage should be 208/230V AC when measured at the wall outlet. If the voltage is incorrect, a qualified electrician should be contacted to make the necessary repairs.

2. F1 (6.3A) fuse on DC power supply 2 is open.
Replace F1 with a fuse of the same rating. The fuse is not offered by Konica as a part so, the fuse must be obtained locally.

Solution ID TAUS0618899EN* **Solution Usage** 16

Description
Code 46-91.

Solution
CAUSE: Failed or incorrect memory installed on the image processing board.

SOLUTION: Verify the condition of the memory by performing the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 98.
2. After approximately 10 seconds, the display will change from NOW to OK or NG.
3. If OK is displayed, the memory checked good. If NG is displayed, the memory is defective or an incorrect type.
The only approved memory for the model 7085 is as follows:

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB

Solution ID TAUS0620911EN* **Solution Usage** 14

Description
FS211, not recognized.

Solution
CAUSE: ICP6 on the finisher CB is open. ICP6 is the 5V DC ICP.

SOLUTION: Check the 5V DC loads supplied by ICP6 for a short to ground. If no shorts are detected, replace the finisher CB (p/n 13TR-9010).

Solution ID TAUS0619995EN* **Solution Usage** 13

Description
F23-02 at power up.

Solution
CAUSE: A failed front door switch.

SOLUTION: Replace the door switch (p/n 40AA85010).

Solution ID TAUS0620685EN* **Solution Usage** 13

Description
Blank display with timer LED flashing.

Solution
CAUSE: A new image processing board (p/n 56GA-9010) has been installed.
Note: New image processing boards are not normally pre-flashed with firmware.

SOLUTION: To flash the image processing board, perform the following:
1. With the 7085 powered OFF, connect laptop PC to the ISW connector located behind the toner hopper.
2. Power ON the 7085 (timer LED flashing).
3. Send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

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Solution ID TAUS0623596EN* **Solution Usage** 13

Description
PU108, J73-15 at power up.

Solution
CAUSE: The PU108 main board failed

SOLUTION: Adjust the sensors at the board. To adjust photo sensor sensitivity, perform the following:
1. Power the copier OFF.
2. Open the front door of the PU108 and clean the size detect board assembly (p/n 13NK-9610).
3. Remove the access panel on the rear cover of the PU108 to view the finisher CB.
4. Access the 47 mode (power the copier ON, while pressing the 4 and 7 keys).
5. Rotate VR1 clockwise until the corresponding LED goes OFF, and then rotate counterclockwise until the LED goes ON, then 1 graduation past that point.
6. Repeat step 4 for VR2, VR3, VR4, and VR5.
7. Power the copier OFF/ON to return to normal copy mode.
8. If unable to adjust any sensor, replace the PU108 main board (p/n 13NK-9010).

Solution ID TAUS0624290EN* **Solution Usage** 12

Description
PU109, when two-hole punch is selected, 3 holes are punched instead.

Solution
CAUSE: The punch (black) cover that moves the cams, has become dislodged preventing the cams from moving to the correct position.

SOLUTION: Remove the punch assembly from the machine and reinstall the cover in the correct position.

Solution ID TAUS0625868EN* **Solution Usage** 12

Description
E56-02 constant or intermittent.

Solution
CAUSE: A poor connection between the parameter memory board and the image control board or poor connections on the image IF board.

SOLUTION: Remove and reseat the parameter memory board and reseat all connectors in the image IF board. The image control board must be removed from the machine to access the parameter memory board. The image IF board connectors can be accessed by removing the platen glass and removing the access cover plate in the scanner area.

Solution ID TAUS0622005EN* **Solution Usage** 10

Description
E56-2, shortly after power up following the installation of VI602 kit (PCUA #950952).

Solution
CAUSE: Poorly seated or failed printer relay board/1.

SOLUTION: Reseat the printer relay board/1. Replace printer relay board/1 (p/n 13TL-7311) as necessary.

Solution ID TAUS0622427EN* **Solution Usage** 9

Description
ERROR 3 message while performing the Auto Drum Potential adjustment.

Solution
CAUSE: The Drum Potential Sensor Board (DPSB) failed.

SOLUTION: Replace the Drum Potential Sensor Board/Potential meter assembly (p/n 55VA-2080) and perform the Auto Drum Potential adjustment .

Solution ID TAUS0623348EN* **Solution Usage** 9

Description
Information regarding how to configure tandem printing on the 7085/IP602

Solution
Please refer to the [[Konica Technical Information Bulletin - IP602_tandem-print_pre-req.pdf| URL ftp://kbtdigital:kx15@ftp.konicabt.com]] for the complete

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installation procedure and minimum version firmware and system code.
Note: To view this PDF hyperlink, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0627300EN* **Solution Usage** 9

Description
How to reset the machine (initialize memory) to factory defaults.

Solution
To reset memory to factory defaults, perform the following:
1. Access the 25 mode (power the machine ON, while pressing the 2 and 5 keys).
2. Select Software SW.
3. Using the up/down arrows, scroll to address 31-0.
4. Select OFF.
5. Power the machine OFF.
6. Enter the 47 mode (turn the machine ON, while pressing the 4 and 7 keys).
7. Enter 9, 2, press the START key, press the STOP/CLEAR key.
8. Enter 0, 9, 6, press the START key, press the STOP/CLEAR key.
9. Enter 0, 9, 3, and press the START key.
10. Power the machine OFF/ON.

Note: When the memory board is initialized, all data is deleted.

Solution ID TAUS0617568EN* **Solution Usage** 8

Description
A specific paper tray cannot be selected (grayed out).

Solution
CAUSE: The paper tray has been deactivated using the faulty part isolation in the 25 mode.

SOLUTION: To activate the paper tray in the 25 mode, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 18.
4. Use the arrows on the right to scroll to 0 for Tray 1, 1 for Tray 2, 2 for Tray 3, or 3 for Tray 4.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Note: Paper trays will be deactivated automatically if the customer selects the option to continue when a tray SC code appears.

Solution ID TAUS0617570EN* **Solution Usage** 8

Description
How to clear fuser abnormality codes (F34-xx, F35-xx, F36-xx).

Solution
To reset a fuser abnormality code, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while holding down on the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow, which is displayed on the touchscreen, 2 times. The number displayed above the up-arrow will change to 03.
5. Select the bit number of the switch 1, using the right up-arrow.
6. Touch the [OFF (0)] key, which is displayed on the touchscreen.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0619611EN* **Solution Usage** 8

Description
Improper paper size displayed from any tray.

Solution
CAUSE: Tray size adjustment was not performed.

SOLUTION: Note: Before starting this procedure, cut a piece of heavy paper or card stock to the dimensions of exactly 250mm x 280mm for later use.
To adjust the tray size, perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].

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3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select the tray to be adjusted by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
Note: Each tray has two adjustments that must be performed in order.
5. Place the sheet prepared earlier in the tray to be adjusted with the 250 mm dimension between the tray side guides and move the side guides so they touch the paper, then insert the tray.
6. Ensure that the display indicates [Tray adjustment (tray #)-1] then press start.
7. Place the sheet prepared earlier in the tray to be adjusted with the 280 mm dimension between the tray side guides and move the side guides so they touch the paper, then insert the tray.
8. Select NEXT ADJUSTMENT and ensure the display indicates [Tray adjustment (tray #)-2] then press start.

To adjust the bypass tray paper size, perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

Solution ID TAUS0648984EN* **Solution Usage** 8

Description
SC28-04 displayed at power up.

Solution
CAUSE: Loss of 24VDC to ICP5 on the ADU DB.

SOLUTION: To check ICP5, perform the following:
1. Locate ICP5, just to the left of CN528 on the ADU DB.
2. Place the machine in the 47 mode.
3. Set your meter for 200VDC.
4. Place your black meter lead to frame GRD.
5. Take your red meter lead and check one side of ICP5 for 24VDC, then check the other side.
6. If either side is missing 24VDC replace the ADU DB (p/n 56GA-9070).

Solution ID TAUS0623540EN* **Solution Usage** 7

Description
Information concerning developer leakage onto drum carriage due to cracked magnet angle adjustment part.

Solution
The magnet angle area should be checked. If the part is cracked and developer is spilling out from the developing unit:
1. Provide the complete service history.
2. Print the Management List.
3. Return the complete developing unit to Engineering.
4. Have a copy of a B439 for crediting the replacement developing unit.
5. Enter the correct serial number of the 7085.
Notes:
   a. There is no assigned part number for the damaged part.
   b. Use the 7075/7085 Correction Checklist for Background and Spewing to assist in resolving the problem.
   c. Branches will not be credited, but information is still helpful.
   d. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0624219EN* **Solution Usage** 7

Description
Code 77-58.

Solution
CAUSE: Incorrect software dipswitch setting for the type of punch unit installed on the machine.

SOLUTION: If the machine is equipped with a PU108 or a PZ108, set software dipswitch 22-5 to 0. If a PU109 or a PZ109 is installed, set software dipswitch 22-5 to 1. To change the settings, perform the following:
1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).

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2. Select [1. Software SW Setting].
3. Select the desired software dipswitch number (in this case, '22') by pressing either the up or down arrow indication at the left.
4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
5. Select ON (=1) or OFF (=0) for the dipswitch. Choose the desired setting:
   22-5=0 PU108 or PZ108
   22-5=1 PU109 or PZ109
6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

Solution ID TAUS0624292EN* **Solution Usage** 7

Description

PZ109, when two-hole punch is selected, 3 holes are punched instead.

Solution

CAUSE: The punch (black) cover that moves the cams, has become dislodged preventing the cams from moving to the correct position.

SOLUTION: Remove the punch assembly from the machine and reinstall the cover in the correct position.

Solution ID TAUS0605771EN* **Solution Usage** 6

Description

What print driver is used to print from a DOS-based program?

Solution

Konica Minolta printer/controllers are designed for Microsoft® Window-based applications. DOS applications cannot take advantage of the advanced features of the Konica Minolta printer.

Some DOS applications do not have the ability to select a relatively compatible HP® printer. The DNA response clearly states that DOS applications are not supported by the printer in question.

Likewise, support via application testing is not available for DOS-based applications. For non-core platform applications, DOS, Vertical, HOST, etc., enhanced application support will be made available for an hourly fee. An estimate would be provided as to the time involved for testing and feedback on the results.

DOS applications are not technically supported since each DOS application carries its own set of printer drivers instead of a single driver that the Microsoft® Windows operating systems use.

Therefore, printing in DOS is a case-by-case basis. However, some printing functionality can be obtained using the following recommendations:

1. The application has a driver for a nearly compatible printer such as the HP® 5SiMX.
2. The user does not select any special function for the HP® printer.
3. The user does not expect to use special modes such as staple, booklet, letterhead, etc.

Solution ID TAUS0618714EN* **Solution Usage** 6

Description

Printed ECM data will only print up to 86 passwords. Paper will stop at the 2nd feed rollers with the copy, scan and interrupt buttons all flashing and the machine still running with a jam code indicated.

Solution

CAUSE: Early version firmware is installed.

SOLUTION: Upgrade printer control firmware to level 14.0 or higher, image to level 20.0 or higher, and operation to 20.0 or higher. The latest firmware version is available on the Konica [[FTP site| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]].

Solution ID TAUS0619633EN* **Solution Usage** 6

Description

FS111, specifications.

Solution

FS111 Product Specifications .

Note: Early product configurator incorrectly lists staples for the FS111 as PCUA number 950764. The correct number is 950974.

Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0621546EN* **Solution Usage** 6

Description

Code 23-06. The cleaning blade motor tries to operate, but is unable.

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Solution

CAUSE: Failed PS31 on the cleaning unit. The photosensor signal can be checked on the PCB, CN225-A4.

SOLUTION: Replace PS31 (p/n 08AA85510).
SPECIAL NOTE: Solution provided by DAVID GERBER, KBT PHILADELPHIA

Solution ID TAUS0621582EN* **Solution Usage** 6

Description

How to program the default binding mode edge.

Solution

To program the default binding mode edge, perform the following:
1. Power the copier ON and then wait for the Ready to Copy message.
2. Hold the [P] button down until [Enter 4-digit password to change Mode] message is displayed at the top of the touchscreen.
Note: The button must be held down for about 5 seconds before the message is displayed.
3. Enter the password 9272 and press the START key.
Note: This is a fixed password and cannot be changed.
4. Touch [4. Key operator mode] on the touchscreen.
5. Touch [2. Copier initial setting] on the touchscreen.
6. Touch [OUTPUT APPLI.] on the touchscreen.
7. Under the BINDING heading, select [RIGHT & LEFT BINDING] or [UP BINDING] as the desired default setting by touching and highlighting the desired choice.
8. Touch [OK] on the lower right corner of the Select output mode screen.
9. Touch [OK] on the lower right corner of the Copier initial setting screen.
10. Touch the down-arrow on the lower left corner of the touchscreen.
11. Touch [13. Memory switch setting] on the touchscreen.
12. Using the down-arrow located on the right side of the touchscreen scroll down and highlight [2. AUTO RESET key function] on the touchscreen.
13. Touch [Change Setting Contents] until Initial Setting is displayed to the right of [2. AUTO RESET Key function] on the touchscreen.
14. Touch [PREVIOUS SCREEN] on the lower right corner of the touchscreen.
15. Touch [MODE CHANGE] on the lower right corner of the touchscreen.
16. Touch [1. Basic screen] on the touchscreen.

Solution ID TAUS0622723EN* **Solution Usage** 6

Description

DF317, J62-03 when copying 2:2.

Solution

CAUSE: Original timing is retarded due to Read roller pulley being loose.

SOLUTION: Tighten the set screws, see parts catalog of DF317, page 14 item 22 Read roller pulley, (p/n 13TN76510).

Note: The illustration does not show the rear of this shaft pully which has a collar with 2 set screws in it; only one set screw is displayed.

Solution ID TAUS0623462EN* **Solution Usage** 6

Description

LT402, intermittent J14-02.

Solution

CAUSE: The lock shaft holder, which has a one-way bearing, has failed causing loss of drive to the feed rollers.

SOLUTION: Remove the shaft holder and shaft and clean both with alcohol. If the problem persists, replace the shaft holder (p/n 55VA43360).
SPECIAL NOTE: Solution provided by Hank Rose, CARR BUSINESS SYSTEMS, NY

Solution ID TAUS0624175EN* **Solution Usage** 6

Description

Developer on the surface of copies/prints.

Solution

CAUSE: The drum potential sensor is defective.

SOLUTION: Replace the drum potential sensor (p/n 55VA-2080).
Note: Error codes 29-9, 29-10, and 29-11 may also be logged in the data collection. These codes are related to the drum potential sensor.

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Solution ID TAUS0624832EN* **Solution Usage** 6

Description
SC21-04 at power up.

Solution
CAUSE: Failed ADUDB.

SOLUTION: Reseat all connectors on the ADUDB. Replace the ADUDB (p/n 56GA-9070) as necessary.

Solution ID TAUS0601268EN* **Solution Usage** 5

Description
J17-01.

Solution
PROBABLE CAUSES:
1. A bind in the second feed rollers. The paper will appear to have too much loop when the jam occurs.
Clean the second feed roller bushings and shafts.

2. PS44 (second paper feed detection) failed.
To check PS44, perform the following:
   a. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 023, press P-3-P.
   b. Actuate PS44. A change of state should be indicated on the control panel.
   c. If a change does not occur, ensure that PS44 is connected, then clean or replace the photosensor (p/n 540085510).

Solution ID TAUS0617567EN* **Solution Usage** 5

Description
System Configurator, 7085.

Solution
7085 Copier/Printer System Configurator .
Notes:
1. The product configurator incorrectly lists staples for the FS111 as PCUA number 950764. The correct number is 950974.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0617580EN* **Solution Usage** 5

Description
How to copy full bleed.

Solution
To copy full bleed (a complete 11x17 image onto 12x18 paper), perform the following:
1. Select the bypass.
2. Select [Paper Type/Size].
3. Under paper [Type], select [Thick] or [Thin].
4. Under [Size], select [Wide Paper].
5. Under [SELECT] size, select [11x17W].
6. Under [IMAGE POS.], select [Lead Edge] or [Rear Edge]. The 11x17 image can not be centered on the 12x18 paper.
7. Select [OK] to return to the copy screen.

Solution ID TAUS0617583EN* **Solution Usage** 5

Description
FS111, what is the maximum amount of sheets that can be stapled?

Solution
The FS111 can staple a maximum of 100 sheets.

Solution ID TAUS0620421EN* **Solution Usage** 5

Description
J31-02 when copying.

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Solution
CAUSE: The main motor M1 has failed.

SOLUTION: Replace the main motor (p/n 55VA80031).

Solution ID TAUS0621496EN* **Solution Usage** 5

Description
Unable to flash the RADF. FAILED TO WRITE UNIT appears.

Solution
CAUSE: The machine is not in non-graphical mode.

SOLUTION: To put the machine in non-graphical mode, perform the following:
1. Access the non-graphical ISW mode by holding the HELP and CHECK keys while powering ON.
2. If the LCD is blank and the timer LED is flashing, the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing.
3. Then follow the text instructions on the display.

Solution ID TAUS0622046EN* **Solution Usage** 5

Description
SC46-14 while copying.

Solution
CAUSE: A bad connection on the ICB (Image Control Board), and the PRCB (PRinter Control Board).

SOLUTION: Reseat the connectors on the ICB and the PRCB.

Solution ID TAUS0622368EN* **Solution Usage** 5

Description
Light copies/prints; undertoned.

Solution
CAUSE: The developer is undertoned due to a failed TLD sensor not allowing the toner bottle to rotate.

SOLUTION: Replace the TLD sensor (p/n 40AA88030).

Solution ID TAUS0622503EN* **Solution Usage** 5

Description
SC56-04 at power up when the IP602 is installed. The print controller works properly on a different 7085.

Solution
CAUSE: The machine serial numbers are incorrect or not entered.

SOLUTION: Properly enter the serial numbers using the 25 mode.

Solution ID TAUS0625992EN* **Solution Usage** 5

Description
FS211, finisher tray up-down motor [M3] is abnormally loud during operation.

Solution
Replace the motor assembly (p/n 129U-1080), up-down gear (p/n 12QR77040), and up-down gear/B [Z=52/15] (p/n 12QR77050).

Solution ID TAUS0627338EN* **Solution Usage** 5

Description
Background on the second side of copies and/or overtoning.

Solution
CAUSE: A defective drum temperature sensor assembly sending erroneous data to the printer control board.

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SOLUTION: Replace the drum temperature sensor assembly (p/n 56GA-2090).

Solution ID TAUS0627733EN* **Solution Usage** 5

Description
No power.

Solution
7135 ID1001601 Ticket # 354641

Intermittently J32-02 occurs during copy mode.

CAUSE: the engine restart timing was incorrect.

SOLUTION: To set engine restart timing perform the following:
To adjust the restart timing, perform the following:
1. Enter the 36 mode (turn the machine ON, while pressing the 3 and 6 keys).
2. Select [2. Timing adj.].
3. Select [2. Restart timing].
4. Using the arrows in the upper right corner of the touchscreen, scroll to the desired restart timing to adjust.
5. Using the key pad on the touchscreen enter the desired value. Setting ranges are from (-127 to +127).
6. On the touchscreen press [SET].
7. On the touchscreen press [COPY].
8. Press the START button to make a copy.
9. Using the key pad on the operation panel press and hold the (*) key, and then press the (#) key to return to the adjustment mode.
10. Repeat steps 5-9 until proper adjustment is achieved.
11. Power the machine OFF/ON to exit the 36 mode..

Solution ID TAUS0641545EN* **Solution Usage** 5

Description
FS211, code 77-23 at power up or using the folding or folding/staple function.

Solution
CAUSE: There is a bind in the stapling/folding stopper preventing stopper movement.

SOLUTION: Remove the stapling and folding stopper assembly from the stacker (4 screws) and inspect the gear mesh between the stapling and folding stopper motor (M17) and the lever locking gear (p/n 129X42750) and correct as necessary. Also inspect the lever locking cam (p/n 129X42740) relationship to PS21 (stapling and folding stopper release HP sensor). Check that there is no contact between the cam and sensor that could cause binding. Check the operation of the stopper assembly by accessing the 47 mode (power the machine while holding down on the 4 and 7 keys), output code 075, press P-25-P. Each time the start button is pressed, the stopper should make a complete cycle.

Solution ID TAUS0617562EN* **Solution Usage** 4

Description
Site requirements, 7085.

Solution
Site Requirements 20 and 30 Ampere Machines . See also Konica Minolta Site Requirements Forms (FO-9 and FO-10) which provide the site requirements to which customers must conform before having any Konica Minolta 20 or 30 ampere models installed.
Notes:
1. A dedicated AC line with an isolated ground is strongly recommended. A dedicated line mandates the exclusive use of an electrical branch circuit where the receptacle grounding terminal is grounded by an insulated grounding conductor that is isolated from the receptacle mounting hardware (per National Electrical code, article 250-74, exception no. 4).
2. If a PU108, PZ108, or a TU108 is to be installed, a separate 115V AC receptacle is also needed.
3. To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0619125EN* **Solution Usage** 4

Description
PZ108, can 8.5x11R paper be Z-folded?

Solution
The PZ108 will Z-fold 11x17 or 8.5x14 inch paper. The PZ108 will not Z-fold 8.5x11R paper.
Note: This highly requested accessory is used to twice-fold 11x17 paper (ledger) and 8.5x14 paper (legal) paper inward in order to make the width of the paper the same width as an 8.5x11(letter) piece of paper or to provide the ability to fit that same larger paper inside of three ring binders.

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Solution ID TAUS0619198EN* **Solution Usage** 4

Description
F41-11 at power up.

Solution
CAUSE: Write unit polygon motor (M17) lock signal is not detected within a specified time.

SOLUTION: Replace the write unit (p/n 56GA-6500).

Solution ID TAUS0619837EN* **Solution Usage** 4

Description
Can 12x18 paper be used in Trays 1, 2, and 3 as indicated in the users guide?

Solution
The largest paper size that can be placed in the paper trays is 11x17.

Solution ID TAUS0620735EN* **Solution Usage** 4

Description
How to set the default scanning resolution when scanning to the hard drive.

Solution
To adjust the scanner default access the 25 mode and change the DipSW settings:

19-7	19-6	
0	0	400dpi
0	1	600dpi
1	0	200dpi
1	1	300dpi

Note: The default is 400 dpi.

Solution ID TAUS0621193EN* **Solution Usage** 4

Description
Insufficient fusing.

Solution
CAUSE: Incorrect software dipswitch settings.

SOLUTION: To set the fixing temperature switchover, perform the following:
1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Touch [1: Software switch setting] on the touchscreen.
3. Scroll to dipswitch 19. Use the matrix below to determine which value to input at the appropriate dipswitch.
4. Press the [OFF] key to select (0), or the [ON] key to select (1).

DIPSWITCH SETTING			MODE
19-1=0	19-2=0	19-3=0	Standard (default setting)
19-1=1	19-2=0	19-3=0	Standard +05ø C (insufficient fusing setting)
19-1=0	19-2=1	19-3=0	Standard +10ø C (insufficient fusing setting)
19-1=1	19-2=1	19-3=0	Standard +15ø C (insufficient fusing setting)
19-1=0	19-2=0	19-3=1	Standard -05ø C (paper curl prevention setting)
19-1=1	19-2=0	19-3=1	Standard -10ø C (paper curl prevention setting)
19-1=0	19-2=1	19-3=1	Standard -15ø C (extreme paper curl prevention setting)
19-1=1	19-2=1	19-3=1	Standard -20ø C (extreme paper curl prevention setting)

5. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

Solution ID TAUS0621550EN* **Solution Usage** 4

Description
How to program the ECM to recognize individual passwords of less than 8 digits.

Solution
To program the ECM to recognize individual passwords of less than 8 digits, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the [HELP] key).
3. Touch the down arrow, which is located at the bottom left corner of the touchscreen once.

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4. Touch [13: Memory switch setting] on the touchscreen.
5. Touch the down arrow, which is located at the bottom left corner of the touchscreen four (4) times.
6. Use the up/down arrows located on the right of the touchscreen to highlight [29: E.C.M. password 8 digits], if necessary.
7. Touch the [Change Setting Contents], which is located at the bottom of the touchscreen. [29: E.C.M. password under 8 digits] will be highlighted.
8. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0621849EN* **Solution Usage** 4

Description

Part number for the shaft which is depicted as unavailable in the 7085 Parts Catalog (First Edition, 3/2002) on page 40 and is attached to the toner conveyance gear/B [Z24] (p/n 55VA77290).

Solution

The shaft has been made available as a separate parts since the Parts Catalog (First Edition, 3/2002) was published. The shaft can be obtained by ordering (p/n 55VA57030).

Solution ID TAUS0621978EN* **Solution Usage** 4

Description

FS211, J72-24, J72-25, or J72-26 when stapling/folding.

Solution

PROBABLE CAUSES:
1. Insufficient tension on the finisher driving belt A (p/n 13TR77640).
Increase the tension of the driving belt by loosening the 3 screws holding the adjustment bracket, and slightly apply more tension on the belt.
Note: Driving belt A is the long belt with teeth on both sides, refer to item 13 page 92 of the FS111/FS211 Parts Catalog (January 2002) for belt location. The adjustment bracket is near the bottom frame of the finisher, tension spring (p/n 129X48710), item 21 on page 92, is attached to this bracket.

2. A buildup of paper dust on the four (4) black folding press rollers is causing the paper to misfeed during the folding process.
Thoroughly clean the black folding press rollers with a cloth rag and alcohol.
Note: Refer to the FS111/FS211 Parts Catalog (1/02), page 84, for the location of the 4 rollers.

Solution ID TAUS0622051EN* **Solution Usage** 4

Description

LT412 not recognized by the main body.

Solution

CAUSE: A loose wire on CN217, of the PRCB (PRinter Control Board).

SOLUTION: Inspect CN217 for any loose wires and repair as necessary.

Solution ID TAUS0622096EN* **Solution Usage** 4

Description

Unable to scan to the hard disk drive (HD105). In the scanning mode, IMAGE STORE/DELETE can be selected but SCANNER HDD is not selectable in the next screen.

Solution

CAUSE: Incorrect software switch setting or the HD105 is not installed.

SOLUTION: First, ensure that the hard drive is installed. Then, to enable HDD scanning, perform the following:
1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Select [1. Software SW Setting].
3. Select the desired software dipswitch number (in this case, '08') by pressing either the up or down arrow indication at the left.
4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
5. Select ON (=1) or OFF (=0) for the dipswitch. Choose the desired setting:

DIPSWITCH SETTING	MODE
08-7=0	HDD Enabled
08-7=1	HDD Disabled

6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

Solution ID TAUS0622342EN* **Solution Usage** 4

Description

Two-hole/three-hole punch availability.

Solution

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The PU109 (PCUA 950975) is now available which offers user selectable two or three-hole punching. It is compatible with the FS111 or FS211 finishers only.
Notes:
1. To enable PU109 recognition, software dipswitch 22-5 must be set to ON.
2. Refer to the InfoSource Bulletin for additional information.
3. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0623153EN* **Solution Usage** 4

Description
HARD DISK INSTALLATION FAILURE or HARD DISK ACCESS FAILURE message.

Solution
CAUSE: The phosphorous-based fire retardant material, which is included in the LSI package on the HD105 control board, may induce a chemical reaction with the copper lead frame inside the LSI. This will cause electrical leakage to occur between pins resulting in signal abnormality.
Note: The frequency of occurrence depends on machine use, environment, and conditions.

SOLUTION: Replace the hard drive (Item #950556).
WARNING: Always perform periodic backups of the hard drive data. To backup the data, perform one of the following:
a. Use the Job Editor
Use the Job Editor to back up jobs one by one into the end user's PC. The Job Editor can store the image data in the PC, but cannot restore the data to the hard drive. So, once the data is backed up, the user manages and outputs the jobs on the PC. b. Use NetBackupTool (usable for HD105 and 7085 main body)
Using the NetBackupTool, backup the jobs into the end user PC. After the HD105 is replaced, restore the data.
c. Use the PC
Using a PC, copy data stored in the hard drive. After the HD105 is replaced, connect the PC's IDE connector, and copy the files from the PC OS.
d. Other method
Print out all the jobs. After the hard drive is replaced, register all the jobs again using the hard copies.
Notes:
1. These are Fujitsu-made hard drives.
2. Affected HD105 serial numbers .
3. It is recommended to destroy the failed HD105 physically on site if there is any confidential customer data that may be irretrievable. Check with the customer to verify if any data is proprietary and sensitive. The account may want the hard drive, and in that case, they will have to purchase a replacement from Konica. If the decision is to destroy the hard drive physically, remove the board and make cuts in around the metal cover that is hidden under the Warning label. Remove the metal cover and scratch the surface of the disk using jeweler's screwdriver or similar device.
3. HD105 Installation Procedure .
4. To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0624392EN* **Solution Usage** 4

Description
COPYING IN PROGRESS message with no output, but the machine continues to run.

Solution
CAUSE: Jam detection has been disabled by an incorrect software dipswitch setting (12-2).

SOLUTION: Perform the following to enable jam detection:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0625802EN* **Solution Usage** 4

Description
Blank display with the Timer and Power Saver LEDs flashing.

Solution
CAUSE: A failed firmware flash process, possibly caused by corrupt firmware files or a poor parallel cable connection between the PC and 7085.

SOLUTION: Power OFF and unplug the 7085 for approximately 3 to 5 minutes. This should reset the machine to a flash-acceptable condition (Timer LED flashing only). To flash firmware with from this condition, perform the following:
1. With the 7085 powered OFF, connect the laptop PC to the ISW connector located behind the toner hopper.

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2. Power ON the 7085 (Timer LED flashing only).
3. Send the Image files while the machine is ON and the timer LED is flashing.
4. Follow the text instructions on the display and complete the flash process by flashing the Printer control then Operations, in that order.

Solution ID TAUS0625842EN* **Solution Usage** 4

Description
Intermittent J31-02.

Solution
CAUSE: The transfer current value is set too high.

SOLUTION: To lower the transfer current value, perform the following:
1. Access the 36 mode, (power the machine ON while holding down on the 3 and 6 keys).
2. Select [1] Process adjustment.
3. Select [1] High voltage adjustment.
4. Then select HV adjustment (Transfer)
5. Record the transfer current reading and lower by 30.
6. Power OFF/ON to exit the 36 mode.

Solution ID TAUS0626825EN* **Solution Usage** 4

Description
Part number for the parameter memory board which is located on the image CB.

Solution
Parameter memory board (p/n 56AA-9121).

Solution ID TAUS0630407EN* **Solution Usage** 4

Description
F28-04 at process start.

Solution
CAUSE: HV2 abnormal detection signal is detected to the T/S, the PRCB or the TCSB.

SOLUTION: Replace the HV2 (p/n 55VE-K010).

Solution ID TAUS0641600EN* **Solution Usage** 4

Description
FS111, J72-17 and/or J72-18 with jamming at the bypass gate. Jamming does not occur unless copies/prints are being directed into the stacker for stapling and/or folding.

Solution
CAUSE: The travel limit of the bypass gate is set by 2 rubber pads on the "gate" (located just above the bypass gate). On some machines these pads do not allow the bypass gate to move far enough when its solenoid (SD5) fires. Adjusting the positions of the solenoids does nothing to correct this. Either a gate is warped or the pads are too large.

SOLUTION: Removing the pads will resolve the jamming, though a noise will be heard each time the bypass solenoid fires (once per set on all sets after the first one). Replacing the gate (p/n 12QR45292), bypass gate (p/n 12QR45301) and pads (2) (p/n 129u45170) should solve the problem and eliminate the noise.
SPECIAL NOTE: Solution provided by Stephen Hooker, KMBS SAN FRANCISCO

Solution ID TAUS0654342EN* **Solution Usage** 4

Description
The 7085 displays background on the front side of the drum , characters have a halo around them. A P.M. was just completed.

Solution
Inspect/ clean and form the developer bias contact on the front side of the developer unit. Install the unit and test. The contact was malformed during the P.M.

Solution ID TAUS0617563EN* **Solution Usage** 3

Description

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What is the maximum E-RDH memory that can be installed?

Solution
The 7085 comes standard with 128MB, and can be upgraded to a maximum of 512MB.

Solution ID TAUS0617581EN* **Solution Usage** 3

Description
How to check the amount of DIMM memory installed in the E-RDH.

Solution
To check the amount of DIMM memory installed, perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), press 97 and then press the START key.
2. The amount of installed memory will be displayed as follows: 64MB, 128MB, 192MB, etc.
3. Power the copier OFF/ON to exit the 47 mode or press the MODE CHANGE, and BASIC SCREEN or EXIT to return to normal mode.

Note: The copier specification states that 512MB can be installed.

Solution ID TAUS0617585EN* **Solution Usage** 3

Description
How to perform the LCD sensitivity adjustment.

Solution
To adjust the LCD sensitivity, perform the following:
1. Hold the Help key while powering the copier ON (Key Operator Mode).
2. Press selection [10] on the LCD to access the control panel adjustment screen.

Note: If the touchscreen is so far out of adjustment that there is no response when pressing [10], the control panel adjustment can be accessed by touching any numeric key on the key pad. Two plus symbols (+) should be visible on the screen.
3. Touch [+] at the upper right corner lightly with a touch pen (something with a round tip made of resin is recommended).
4. Touch [+] at the lower left lightly with a touch pen.
5. As verification of a correct adjustment, touch the CHECK keys at the upper left and lower right corners. You should hear a beep tone for each one. If a beep tone is not heard, repeat the adjustment.
6. After the adjustment is complete, press the [0] key on the numeric key pad.
7. Power the machine OFF to store the adjustment. Power the machine ON normally and check operation of the touchscreen.

Note: It may be necessary to repeat this adjustment procedure several times to achieve proper LCD sensitivity.

Solution ID TAUS0618330EN* **Solution Usage** 3

Description
Poor copy quality. Copies are splotchy and/or light.

Solution
CAUSE: Special paper is being fed through the machine. If heavy stock or smooth-surface paper is used, poor separation may occur.

SOLUTION: Troubleshoot for proper separation.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0619786EN* **Solution Usage** 3

Description
What scan modes and file types are supported?

Solution
Scan to Hard Drive, Scan to FTP, and Scan to E-mail support both TIFF and PDF* formats.
Note: Scanning to the hard drive in PDF format requires 25 mode dipswitch 25-0 be set to 1. Also the main body ROMS must be at least versions I40-1/P19.

Solution ID TAUS0620047EN* **Solution Usage** 3

Description
J32-04 when copying on 11x17 or 8.5x14 only.

Solution
CAUSE: Paper dust build up in the ADU driven roller/S of paper reverse/exit roller 2 and paper reverse/exit roller 3, resulting in sluggish rotation during the paper reversal process.

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SOLUTION: To clean the ADU driven roller/S of paper reverse/exit roller 2 and paper reverse/exit roller 3, perform the following:
1. Power the copier OFF.
2. Pull out the ADU and remove the two (2) bottom plate lift-up wire attaching screws (p/n 00Z193061) from the front of the ADU, which will allow the ADU bottom plate to hang down.
3. Remove the conveyance guide plate (p/n 55VA40170) from the ADU bottom plate by removing the eight (8) attachment screws (p/n 00Z193041).
4. Remove the conveyance pressure springs (p/n 25AA44180) from the ADU driven roller/S of paper reverse/exit roller 2 and paper reverse/exit roller 3. Thoroughly, clean the inner diameter of the ADU driven roller/S (p/n 55VA47440), driven shaft holders (p/n 25SA43310), and the driven shaft.
5. Reassemble the ADU in the reverse order of disassembly.

Solution ID TAUS0620382EN* **Solution Usage** 3

Description

DF317, PLEASE CHECK ORIGINAL SIZE and SELECT SCANNING AREA messages when using the RADF.

Solution

CAUSE: PS315 (tray upper limit detection) failed.

SOLUTION: To check PS315, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7keys).
2. Locate CN7-9 at the RADF CB and check for 5V DC.
3. Actuate PS315 and watch for a change of state at CN7-8 on the RADF CB.
4. If no change of state occurs, clean or replace PS315 (p/n 13GA85530).

Solution ID TAUS0621694EN* **Solution Usage** 3

Description

Poor paper separation at the drum.

Solution

CAUSE: The AC separation value was set too low.

SOLUTION: To increase the AC separation current, perform the following:
1. Access the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys).
2. Select [1] Process Adjustment.
3. Select [1] High Voltage Adjustment.
4. High voltage adjustment consists of the following:
   [1] High Voltage Auto Adjustment
   [2] High Voltage Adjustment (Charge)
   [3] High Voltage Adjustment (Transfer)
   [4] High Voltage Adjustment (Separation AC)
   [5] High Voltage Adjustment (Separation DC)
   [6] High Voltage Adjustment (Charging grid voltage)
   [7] High Voltage Adjustment (Bias of development)
   [8] Transfer Guide Confirm
5. Select [4] High Voltage Adjustment (Separation AC).
6. Increase the the current value by 30 using the numeric keypad.
7. When the adjustment completes, the screen returns to the High Voltage Adjustment Screen.
8. Press PREVIOUS SCREEN.
9. Power OFF/ON to exit the 36 mode.

Note: This is not a standard adjustment and should be performed after all other options have been met.

Solution ID TAUS0621962EN* **Solution Usage** 3

Description

F23-01 during copying.

Solution

CAUSE: The toner supply motor 2 (M15) fails to turn because the toner cartridge was improperly inserted and the seal that covers the toner opening is damaged.

SOLUTION: Replace the toner bottle and ensure that M15 operates.

Solution ID TAUS0622039EN* **Solution Usage** 3

Description

Uneven density on the rear edge of copies/prints.

Solution

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CAUSE: Insufficient agitation of developer causing developer to be unevenly distributed.

SOLUTION: Replace the left and right agitator screw gears (Left - p/n 56GA77360 and Right - p/n 56GA77370) with the modified gears.
Note: When replacing the current-style screw gear/Left or the screw gear/Right with the new style, replace both as a set.
(For easy identification, the color of the new gears are black as opposed to the current white gears.)

Solution ID TAUS0622353EN* **Solution Usage** 3

Description
LT412, frequent J31-01 when feeding from the LCT only.

Solution
CAUSE: Uneven pressure applied to the upper loop roller due to an improperly positioned or damaged registration feeding spring.

SOLUTION: To inspect the registration feeding springs, perform the following:
1. Open the machine front doors and pull out the ADU.
2. Remove the two registration feeding springs from the entrance open-close plate (p/n 56GA46750).
3. Ensure that the upper loop roller rotates freely on the registration driven shaft/S (p/n 55VA466880).
4. Thoroughly, inspect the registration feeding springs for any signs of fatigue or damage. Replace the registration feeding springs (p/n 55VA46451) as necessary.

Solution ID TAUS0622932EN* **Solution Usage** 3

Description
How to set the scanning default to TIF or PDF.

Solution
To set the desired file format TIF or PDF as the default for scanning, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while holding down on the 2 and 5 keys).
3. Touch [1Software SW setting] on the touchscreen.
4. Touch the left up-arrow, which is displayed on the touchscreen until 25 is displayed.
5. Use the right arrow if needed to scroll to 0.
6. Enter a 0 for TIF and 1 for PDF.
7. Power the machine OFF/ON to exit the 25 mode.

Note: The ROM versions must be at a minimum Control 19 and Image 40.

Solution ID TAUS0622954EN* **Solution Usage** 3

Description
PZ109, product information.

Solution
PZ109 information.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622967EN* **Solution Usage** 3

Description
PU109 product information.

Solution
PU109 information.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622986EN* **Solution Usage** 3

Description
When using the main body web utility to enter multiple E-mail addresses, the monitor display language changes to Japanese when trying to enter more than one e-mail address.

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Solution

CAUSE: Firmware bug.

SOLUTION: Upgrade the firmware to Print control version 20 and Image processing version 42 or higher.
Note: This firmware can be downloaded from Konica's Web site. Log onto Konica NSSG Web Support and select the Download EPROMs link, 7085 EPROM files are located under EPROMs for high volume copiers.
The Print control file name is 7085-m20p.exe (PC file) and the Image processing file name is 7108-I42p.exe (PC file).

Solution ID TAUS0623702EN* **Solution Usage** 3

Description

Can Thick 3 (11x17) paper be fed from Tray 4?

Solution

Currently, with firmware level 19 control and 41 image, Thick 3 from Tray 4 is limited to 8.5x11 paper.

Solution ID TAUS0624367EN* **Solution Usage** 3

Description

DF317, RELOAD ONE ORIGINAL AND SET AGAIN THEN PRESS START message after the last original is fed.

Solution

CAUSE: Bright overhead lighting affecting the original size detecting sensors located in the RADF feed tray.

SOLUTION: If possible, relocate the machine to an area with lighting of less intensity. Performing the RADF sensor sensitivity adjustment may also eliminate the problem. Perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [4 RADF adjustment].
4. Select [3 RADF sensor sensitivity adjustment].
5. Touch [Start on the touchscreen]. There will be no confirmation that the adjustment has been completed however, the adjustment was performed.
6. Power copier OFF/ON to return to normal copy mode.

Solution ID TAUS0624586EN* **Solution Usage** 3

Description

Intermittent lines in the front-to-rear direction. Occasionally a solid black page is output.

Solution

CAUSE: Failed lamp starter board.

SOLUTION: Replace the lamp starter board (p/n 56AA83510).

Solution ID TAUS0626731EN* **Solution Usage** 3

Description

FS211, the stapling/folding option cannot be selected.

Solution

CAUSE: Incorrect setting of software dipswitch 18-5 (Folding, stapling and folding, trimmer faulty part isolation).

SOLUTION: To allow stapling/folding, perform the following:
1. Access the memory setting mode menu by pressing the 2 and 5 keys while powering the machine ON. The default password is 9272.
2. From the memory setting mode menu, select [1] Software dipswitch setting.
3. Use the left up arrow to scroll to dipswitch 18.
4. Verify that 18-0 is displayed. Then use the right up/down arrows until 18-5 is displayed.
5. Select OFF (0).
6. Select PREVIOUS SCREEN to store.
7. Power the machine OFF/ON to exit the 25 (memory setting) mode.

Note: This dipswitch can be automatically toggled to 1 if two machines with different finisher configurations are connected in tandem. An example would be one finisher with a trimmer unit (TU108) and one finisher without a trimmer unit.

Solution ID TAUS0628655EN* **Solution Usage** 3

Description

Paper specifications, 7085.

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Solution

PLATEN GLASS
Specifications

FS108/FS108B/PI108
Specifications

PAPER WEIGHT COMPATIBILITY
Specifications

Solution ID TAUS0629474EN* **Solution Usage** 3

Description

PRINTER WARMING UP message and no scanner initialization.

Solution

CAUSE: Incorrect software dipswitch settings.

SOLUTION: Software dipswitches 20-6 and/or 21-3 are improperly set to ON. Set both software dipswitches to OFF.
Note: The normal default is OFF for both switches however, if an image control board from a FORCE 85 is installed in the 7085, these software dipswitches may be set to ON.

Solution ID TAUS0640111EN* **Solution Usage** 3

Description

F67-03 at power up.

Solution

CAUSE: PS309 (Original Reversal Detection) failed.

SOLUTION: To check PS309, perform the following:
1. Access the 47 multimode (power ON the machine while holding down on the 4 and 7 keys), input code 60, press P-5-P.
2. Actuate PS309 and check for a change of state at the control panel.
3. If there is no change of state, clean or replace PS309 (p/n 13GA-2000).

Solution ID TAUS0640190EN* **Solution Usage** 3

Description

Insufficient fusing on all weight papers.

Solution

CAUSE: The fusing unit pressure release shaft is not properly positioned.

SOLUTION: To properly position the fusing unit pressure release shaft, perform the following:
1. Power the copier OFF.
2. Open the front doors, release the ADU lock located at the bottom of the ADU unit by turning it with a finger to the left. Turn the ADU lock lever to the right and withdraw the ADU unit.
3. Remove the fusing unit cover by loosening two screws.
4. Insert a screwdriver into the hole of the pressure release shaft and rotate it fully in the counterclockwise direction.

Solution ID TAUS0701489EN* **Solution Usage** 3

Description

Shadow on image; background.

Solution

CAUSE: Drum not making good ground.

SOLUTION: Replace the Drum Bearing (p/n 55AE75020).

Solution ID TAUS0702659EN* **Solution Usage** 3

Description

In the event that an issue arises that requires immediate action by the technician, certain NVRAMs may be exchanged/swapped between units due to their compatibility with other models.

Solution

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The following groupings of main bodies are compatible for NVRAM exchange with others within their group only in emergency situations or for troubleshooting purposes :

7145/7222/7228/7235

bizhub 200/250/350

bizhub 360/420/500

bizhub 600/750

7155/7165/7085

7210/7255/7272/bizhub PRO 920/bizhub PRO 1050

C250/C252/C300/C351/C352/C450

C451/C550/C650

IMPORTANT : A new NVRAM should be obtained as soon as possible for the machine requiring one.
Notes :
1. The bizhub C350 NVRAM may only be used between other bizhub C350s.
2. CAUTION : The bizhub PRO C500/8050 NVRAMs may not be exchanged between units due to the serialization of the NVRAM.
SPECIAL NOTE : Solution contribution by Ed Bellone, Production Print/SSD

Solution ID TAUS0617572EN* **Solution Usage** 2

Description
Recommended transparency, 7085.

Solution
The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503).
The following are alternate high temperature transparencies that are also recommended:
3M* type PP2950
3M* type CG5000
Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding.

* Trademark ownership information

Solution ID TAUS0617576EN* **Solution Usage** 2

Description
Available memory for the 7085.

Solution

ITEM #	ITEM	DIMM
950631	MU-401	64MB
950632	MU-402	128MB

Solution ID TAUS0617582EN* **Solution Usage** 2

Description
How to print the management lists.

Solution
To print the management lists, perform the following:
1. Access the 36 mode (Power the copier ON while pressing the 3 and 6 keys).
2. Select [7. List output mode].
3. From the List Output Mode Menu Screen, select the option to be printed, load 8.5x11 paper in Tray 1, and press the START button.
Note: If 25 mode 30-1 is set to a 0, The following options are available:
[1. Machine management list 1].
[2. Adjustment data list].
If 25 mode 30-1 is set to a 1, the following options are available:
[1. Machine management list 1].
[2. Adjustment data list].
[3. Machine management list 2].
[4. Parameter list].
[5. Memory dump list].
[6. Font pattern].

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To change the setting of 30-1 in the 25 mode, perform the following:
1. Access 25 mode (Power the copier ON while pressing 2 and 5).
2. Select option 1, SOFTWARE SWITCH.
3. Scroll to dipswitch 30-1 using the arrows.
4. Set it to a 1 by selecting ON or to a 0 by selecting OFF.
5. Power the machine OFF/ON

Solution ID TAUS0618583EN* **Solution Usage** 2

Description
FS211, does the FS211 support three folding (tri-fold)?

Solution
The FS211 does not have capability for three folding.

Solution ID TAUS0618684EN* **Solution Usage** 2

Description
ENTER KEY OPERATOR PASSWORD: message when attempting to access the diagnostic modes directly (after powering the copier OFF/ON while pressing the 25, 36, or 47 keys).

Solution
CAUSE: The password protection for the diagnostic modes has been enabled.

SOLUTION: Enter the password 9272 to access the 25, 36, or 47 modes.
Note: To disable this feature set software dipswitch 3-2 to 0 in the 25 mode.

Solution ID TAUS0619000EN* **Solution Usage** 2

Description
FS111, correct PCUA number for the staples.

Solution
The product configurator incorrectly lists staples for the FS111 as PCUA 950764. The correct number is PCUA 950974.

Solution ID TAUS0619202EN* **Solution Usage** 2

Description
DF317, PLEASE LOAD 5.5x8.5R message and the RADF is not recognized.

Solution
CAUSE: The ADF faulty part isolation in the 25 mode is [ON] (1).

SOLUTION: To turn the ADF faulty part isolation OFF perform the following:
1. Access the 25 mode (power the copier OFF/ON while simultaneously holding the 2 and 5 keys).
2. Press [1 Software SW settings].
3. Scroll to DIP SW 18 bit 4.
4. Select [OFF] (0).
5. Power the copier OFF/ON.

Solution ID TAUS0619203EN* **Solution Usage** 2

Description
THICK MODE UNAVAILABLE FOR DUPLEX MODE message when using Thick3 mode.

Solution
CAUSE: This is a machine limitation.

SOLUTION: The service manual states that setting DIP SW 4 bit 1 to a 1, will allow Thick3 mode for duplex copying. This is incorrect.
Note: This error will be corrected in the next service manual update.

Solution ID TAUS0619217EN* **Solution Usage** 2

Description
How to copy on tabbed paper.

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Solution

Before attempting to copy onto divider tabs, the machine must be flash upgraded to the latest firmware. The latest firmware version is available on the Konica [[FTP site| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]]. To copy onto divider tabs, perform the following:
1. Create tab originals, one line of text center on tab.
Note: Tabs cannot be plastic.
2. Place originals (tabs) on platen face down with the tab end facing to the left or place in the document feeder with the tabs facing to the right and printing up.
3. Place tab paper in any tray with the tabs located in the trailing edge position.
4. Access the key operator menu by pressing the HELP button and selecting KEY OPERATOR MODE from the touchscreen.
5. Select #6 [Paper type/special size set] from the key operator screen.
6. Highlight the tray that the tabbed paper is loaded in. Use the UP/DOWN arrows to highlight tab paper then Touch OK.
7. Touch PREVIOUS SCREEN to return to the normal display.
8. From the touchscreen touch SPECIAL ORIGINAL.
9. Highlight tab paper and highlight the paper size.
10. Touch OK twice.
Note: The tab orientation of the originals and the tab copy paper must be the same.

Solution ID TAUS0619576EN* **Solution Usage** 2

Description

Printed ECM count data fails to display the entire ECM contents.

Solution

CAUSE: Missing sequential ID account numbers within the ECM data list, which results in the account data list being partially printed.

SOLUTION: To check the integrity of the sequential ID account numbers, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode (power the copier ON, while pressing the HELP key).
3. Touch [4. ECM function setting] on the touchscreen.
4. Enter the ECM master code.
5. Touch [OK] on the touchscreen.
6. Touch [1. ECM data edit] on the touchscreen.
7. Touch [Add] on the touchscreen. The next available account number will be displayed on the touchscreen. If, the available account number displayed is lower than the highest account number, the account numbers are not sequential and an account number and name should be entered into this location.
8. Repeat step 7 until the next available account number displayed is greater than the current highest account number; the account numbers are now sequential.
9. Touch [Cancel] on the touchscreen.
10. Touch [PREVIOUS SCREEN] two (2) times to return to the Key Operator screen.
11. At the Key Operator screen, touch the down-arrow then touch [14. Machine management list print] on the touchscreen.
12. Touch [3. ECM management list] on the touchscreen.
13. Press the START key. All active accounts will be printed.
14. To return to normal operation, press the P and C keys together and then touch [PREVIOUS SCREEN] two (2) times.

Solution ID TAUS0619634EN* **Solution Usage** 2

Description

FS211, specifications.

Solution

FS211 Product Specifications .
Note: To view the above link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0619820EN* **Solution Usage** 2

Description

LT412, how to program the paper size setting.

Solution

To program the paper size setting for the LT412, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [2. Paper size setting] on the touchscreen].
4. Use the arrow keys to select the installed paper size and touch [OK] on the touchscreen.
5. Power the copier OFF/ON to store the setting and return to normal copy mode.

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7085

Solution ID TAUS0619898EN* **Solution Usage** 2

Description
FS111, legal size copies are not stapled in the upper left hand corner.

Solution
CAUSE: The originals are incorrectly oriented in the RADF tray.

SOLUTION: The originals must be fed into the RADF trail-edge first.

Solution ID TAUS0619954EN* **Solution Usage** 2

Description
TU108, J73-12 at power up.

Solution
CAUSE: The spring fell off of the actuator for PS102 (conveyance).

SOLUTION: To check the actuator for PS102, perform the following:
1. Open the front door of the TU108, then lift the green handle up.
2. Look inside for the actuator that is located just below and in between the two large black conveyance rollers.
3. If there is no actuator visible, the spring (p/n 13LH46600) is not attached to the actuator.
4. Reattach the spring.

Solution ID TAUS0620113EN* **Solution Usage** 2

Description
DF317, the RADF fails to remain raised when lifted from the platen glass.

Solution
CAUSE: The tension of the RADF lift springs requires adjustment.

SOLUTION: To adjust the RADF lift springs, perform the following:
1. Place the RADF in a raised position.
2. Loosen the locking nut on the adjusting screw of each hinge, which is located on the rear of each hinge in the center of the stopper (p/n 13GA10350).
3. Turn the allen screw of each hinge seven turns (7) in the counterclockwise direction to apply maximum tension to the RADF lift springs.
4. Check the RADF to ensure that it remains in the raised position when lifted from the platen glass. Also, ensure the RADF closes properly.
5. Fine tune the tension of the RADF lifts springs to obtain the proper RADF hinge operation. Replace the hinge L assembly (p/n 13GA-1542), or hinge R assembly (p/n 13GA-1522) as necessary.

Solution ID TAUS0620189EN* **Solution Usage** 2

Description
F41-11 during initialization or during operation.

Solution
CAUSE: Incorrect supply voltage to the polygon motor (M17) due to a defective DC power supply 2.

SOLUTION: With the machine in the 47 mode, measure the DC voltage at CN77-1 on DC power supply 2. Normal output should be 36VDC. If a lesser output is observed, replace DC power supply 2 (p/n 56GB84520).
Note: DC power supply 2 is located directly below the printer control board.

Solution ID TAUS0621343EN* **Solution Usage** 2

Description
Key Counter now available as an Item Number.

Solution
See Info Source Bulletin #20a-03 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0621493EN* **Solution Usage** 2

Description

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SC32-06 at power up

Solution

CAUSE: FM1 (Paper exit fan) failed.

SOLUTION: To check FH1, perform the following:
1. Access the 47 multimode (hold down the 4 and 7 keys, while powering the machine ON), output code 42, press P-12-P.
2. See if FM1 (located on the left side of the ADU) is ON.
3. If FM1 is not ON, check to see if it is connected. If so, replace the fan motor (p/n 25AA80581).
4. Power the machine OFF/ON to exit the 47 multimode.

Solution ID TAUS0621735EN* **Solution Usage** 2

Description

KN306, how to FTP print.

Solution

Prerequisites: The KN306 must be at least ver.6.30c and only FTP via the DOS command prompt works.

To FTP print, perform the following:
1. From a workstation on the network, select the DOS command prompt screen and go to the DOS prompt.
2. Type "ftp" and [enter].
3. Type "open" followed by a [space], then the TCP/IP* address of the NIC where the file is to be sent, then press [enter].
4. The system will respond with "User TCP/IP address of the device: (none)".
5. Type PORT1 and [enter]. The response will be "230 User name Okay, logged in."
ftp
6. Type lcd and [enter]. The system will respond with "Local directory now C:\".
ftp
7. Type "put" (space) (The file name and extension of the file you want to print) [enter].
8. The file will print immediately. The display should indicate "200 Port command OK."
150 About to open connection.
226 file transferred.
Note: The file must be located on the workstation drive and must be one of the following types: TXT, PRN, PCL* or PS. Only these file types are printer-ready files and will print correctly.

* Trademark ownership information

Solution ID TAUS0621964EN* **Solution Usage** 2

Description

F23-01 at power up or during operation.

Solution

CAUSE: An incorrect toner cartridge is installed.

SOLUTION: Verify that the correct toner cartridge has been installed. A model 7075/F75 cartridge is similar in design but is keyed differently and, if installed, will bind the toner addition system.

Solution ID TAUS0621972EN* **Solution Usage** 2

Description

Creased copies.

Solution

CAUSE: The heat sleeves are worn.

SOLUTION: Replace the heat sleeves (p/n 454053391).

Solution ID TAUS0622002EN* **Solution Usage** 2

Description

FS211, intermittent F77-25 when folding.

Solution

CAUSE: Cracks in blade cams.

SOLUTION: Replace the [[blade driving cam assembly kit (p/n SE95-3940)|URL http://techweb.konicabt.com/tpm/media/m20020622a1.pdf]].
Notes:

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1. Individual parts are NOT available for the Motor MT plate/B (p/n 129X48280), ONLY available in the Kit. Machines with serial number 13TR01016 and above have the new style Motor MT plate/B installed from factory.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622156EN* **Solution Usage** 2

Description
Procedure for Tab Printing and/or Inserting.

Solution
Tab Printing and/or Inserting procedure using the Konica Visual PostScript* driver
Notes:
1. The 7085/FORCE 85 and the IP602 print controller must be flashed to the latest code and the PostScript option must be installed. Download the required software/firmware from the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0622352EN* **Solution Usage** 2

Description
LT402, frequent J31-01 when feeding from the LCT only.

Solution
CAUSE: Uneven pressure applied to the upper loop roller due to an improperly positioned or damaged registration feeding spring.

SOLUTION: To inspect the registration feeding springs, perform the following:
1. Open the machine front doors and pull out the ADU.
2. Remove the two registration feeding springs from the entrance open-close plate (p/n 56GA46750).
3. Ensure that the upper loop roller rotates freely on the registration driven shaft/S (p/n 55VA466880).
4. Thoroughly, inspect the registration feeding springs for any signs of fatigue or damage. Replace the registration feeding springs (p/n 55VA46451) as necessary.
SPECIAL NOTE: Solution provided by Robert Feinstein, Commonwealth Copy Products Inc.

Solution ID TAUS0622960EN* **Solution Usage** 2

Description
PZ109 Parts Catalog.

Solution
PZ109 Parts Catalog.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0623118EN* **Solution Usage** 2

Description
After installing the hard disk drive (HD102) and flashing to minimum level 20, the HDD is not recognized.

Solution
CAUSE: Incorrect software switch settings.

SOLUTION: To allow recognition of the HDD, three (3) software dipswitches must be set:
a. 2-0 (HDD connection Disconnect/Connect)
b. 18-7 (HDD isolation No/Yes)
c. 29-7 (SCSI parameter initialization when connecting HDD)
To set the software dipswitches, perform the following:
1. Access the memory setting mode menu by pressing the 2 and 5 keys while powering the machine ON. The default password is 9272.
2. From the memory setting mode menu, select [1] Software dipswitch setting.
3. Use the left set of arrows to scroll to dipswitch 2.
4. Verify that 2-0 is displayed. If not, use the left and right up/down arrows until 2-0 is displayed.
5. Select ON (1).
6. Use the left up arrow to scroll to dipswitch 18.

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7. Verify that 18-0 is displayed. Then use the right up/down arrows until 18-7 is displayed.
8. Select OFF (0).
9. Use the left up arrow to scroll to dipswitch 29.
10. Verify that 29-7 is displayed. If not, use the left and right up/down arrows until 29-7 is displayed.
11. Select ON (1).
12. Select PREVIOUS SCREEN to store.
13. Power the machine OFF/ON to exit the 25 (memory setting) mode.

Note: While the memory setting mode menu can also be accessed by pressing and holding the P button until the memory mode setting menu appears or until prompted for a password. It is recommended to use the conventional method (power OFF, hold 25, power ON) to access the 25 mode.

Solution ID TAUS0623463EN* **Solution Usage** 2

Description

LT412, intermittent J14-02.

Solution

CAUSE: The lock shaft holder, which has a one-way bearing, has failed causing loss of drive to the feed rollers.

SOLUTION: Remove the shaft holder and shaft and clean both with alcohol. If the problem persists, replace the shaft holder (p/n 55VA43360).
SPECIAL NOTE: Solution provided by Hank Rose, CARR BUSINESS SYSTEMS, NY

Solution ID TAUS0623813EN* **Solution Usage** 2

Description

PZ108, inventory depletion of the Punch/Z-Fold Unit for the 7085.

Solution

Inventory of the Punch/Z-Fold Unit, PZ108 (Item #950617) for the 7085, is depleted.
Note: As with all Konica products, support will continue.

Solution ID TAUS0624086EN* **Solution Usage** 2

Description

PZ109, when three-hole punch is selected, the two outer holes are too close to the middle hole.

Solution

CAUSE: The software dipswitch was not set as specified in the set up instructions.

SOLUTION: Set software dipswitch 22-5 to 1. To set the dipswitch, perform the following:
1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Touch [1: Software switch setting] on the touchscreen.
3. Scroll to dipswitch 22.
4. Press the [ON] key to select (1).
5. Power the machine OFF/ON to return to the basic screen.

Note: This dip switch is mentioned in the setup instructions, also check the punch cams, they may be out of alignment.

Solution ID TAUS0624455EN* **Solution Usage** 2

Description

FS211, J77-46 when copying onto tabs.

Solution

CAUSE: Paper guide part (p/n 129U45140), which switches the paper path, may not contact the tab portion of the sheet being fed into the finisher, causing the tab to jam.

SOLUTION: Install the modified paper guide part (129U45141), lower conveyance guide plate/B (p/n 13TR45041, and conveyance guide plate/A (p/n 13TR45031).
Note: These changes have been incorporated in FS211 finisher serial #13TR00943 and higher.

Solution ID TAUS0624593EN* **Solution Usage** 2

Description

Part number for the paper feed load adjustment plates.

Solution

Up to 6 weight plates (p/n 56GA42420) can be installed. The M3 x 6mm screws must be used to install up to three weight plates, and the M3 x 8 mm screw must be used when four to six plates are installed.

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Note: The plates are installed in the main body trays only.

Solution ID TAUS0624807EN* **Solution Usage** 2

Description
PU109, punch scraps box fills with punch scraps, but the PUNCH SCRAPS FULL message is never displayed. Also, the PUNCH SCRAPS BOX IS NOT ATTACHED message is not displayed when the punch scraps box is removed from the punch unit.

Solution
CAUSE: Incorrect software dipswitch settings.

SOLUTION: Access the 25 mode and set software dipswitches 15-3 and 15-4 to OFF. This will allow the finisher to stop and display a warning when a full punch scrap box is detected.

Solution ID TAUS0626182EN* **Solution Usage** 2

Description
SC42-04 at power up.

Solution
CAUSE: DCPS2 failure.

SOLUTION: Check for 24V DC at CN72-1 on DCPS2. If there is no 24V DC, replace DCPS2 (p/n 55VB84520).

Solution ID TAUS0627465EN* **Solution Usage** 2

Description
Intermittent J17-06.

Solution
CAUSE: The shaft holders (bushings) on the pre-registration conveyance rollers are contaminated.

SOLUTION: Clean the shaft holders with alcohol. Do not lubricate the shaft holders.

Solution ID TAUS0627856EN* **Solution Usage** 2

Description
LT402 is not recognized.

Solution
CAUSE: The LT402 has been isolated via software dipswitch 18-3.

SOLUTION: To enable the LT402, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Touch [1. Software SW setting] on the touchscreen.
3. Select software dipswitch #18 using the left up/down arrow(s).
4. Select the bit number of the switch using the middle up arrow to a 3.
5. Select OFF (0) to enable the LT402.
6. Turn the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0628221EN* **Solution Usage** 2

Description
READY TO SCAN message during warm-up.

Solution
CAUSE: PS10 (handle release) failed.

SOLUTION: To check PS10, perform the following:
1. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys), input code 80, press P-5-P.
2. Actuate PS10 and watch for a change of state at the control panel.
3. If no change takes place, clean and/or replace PS10 (p/n 552085510).
4. Power the machine OFF/ON to exit the 47 multimode.

Solution ID TAUS0628420EN* **Solution Usage** 2

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7085

Description
SC28-3 at power up.

Solution
CAUSE: The T/S corona wire failed.

SOLUTION: Replace the T/S corona wire (p/n 55VA26130).

Solution ID TAUS0634060EN* **Solution Usage** 2

Description
List of equipment that is no longer being supported.

Solution
Please see attached Product & Technical Support Bulletins 1792 and 2443 andMarketing Bulletin#07-GB-016.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0641548EN* **Solution Usage** 2

Description
J31-01 during copy mode.

Solution
CAUSE: The T/S corona failed.

SOLUTION: Replace the transfer/separation corona (p/n55VE-2700).

Solution ID TAUS0643399EN* **Solution Usage** 2

Description
PU108, J72-16 as paper enters the punch unit. The punch unit main motor never energizes.

Solution
CAUSE: The punch unit CB has failed.

SOLUTION: To check the operation of the finisher main motor (M1), perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys), output code 75, P-72-P to energize the punch unit main motor.
2. If, the motor energizes in the 47 test mode, but fails to energize in the copy mode, the punch unit CB has failed. Replace the punch unit CB (p/n 13NK-9010) as necessary.
SPECIAL NOTE: Solution provided by George Hughes, Boring Business Equipment.

Solution ID TAUS0647886EN* **Solution Usage** 2

Description
FS211, SC77-61 while operating or at power up.

Solution
CAUSE: Code is for the 3 finisher cooling fans under the paper entrance into the finisher. Paper dust may collect and cause binding.

SOLUTION: Check the fans for binding and clean. Replace a fan if it is failing to turn. If all fans are failing to turn replace the finisher control board.

Solution ID TAUS0648159EN* **Solution Usage** 2

Description
FS211, intermittent SC70-01 while stapling.

Solution
CAUSE: Firmware upgrade required.

SOLUTION: Install FS211 firmware level 15.1. Firmware is available on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

Solution ID TAUS0652060EN* **Solution Usage** 2

Description

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FS211, J72-19.

Solution

CAUSE: The bypass gate return spring (solenoid spring) has broken allowing the gate to be out of position.

SOLUTION: Replace the damaged solenoid spring (p/n 12QR45330).
Note: The spring is located around the gate shaft at the rear side of the finisher.

Solution ID TAUS0652437EN* **Solution Usage** 2

Description

How to store PCL fonts onto the print system hard drive or compact flash card.

Solution

To store a PCL font onto the IP controller hard drive (or compact flash card) on legacy Konica models the following prerequisites are necessary:
1. The actual font or bar code must be purchased by the user.
2. The font must be a PCL font or can be a PCL Soft font. If it is a Soft font, the font must first be edited to make it a PCL font then it can be modified for storage on the IP unit.
3. The workstation used to edit the file must be equipped with DOS/Dos editor.
Notes :
a. Follow this step-by-step procedure for the complete installation procedures and for the proper parts ordering procedures.
b. To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0656577EN* **Solution Usage** 2

Description

Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:
1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.
Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0700714EN* **Solution Usage** 2

Description

UNDEFINED SCREEN CODE FEFBH message.

Solution

CAUSE: The parameter memory board is defective or has become corrupted.

SOLUTION: Using NVRAM ordering guidelines (BRU Form), order a replacement parameter memory board.
Note : NVRAM replacement and ordering guidelines are outlined in Bulletin Number5777 (see attached).

Solution ID TAUS0617318EN* **Solution Usage** 1

Description

Is the ISW Trns utility compatible with Microsoft* Windows ME, NT, 2000 or XP?

Solution

The ISW Trns utility version 3.40e or later is compatible with Windows ME, NT, 2000 or XP. The latest version ISW program is located on the Konica FTP site .

* Trademark ownership information

Solution ID TAUS0617458EN* **Solution Usage** 1

Description

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7085

The display locks up during warm up with no failure code.

Solution

CAUSE: The HD105 has failed. To troubleshoot the problem, remove the hard drive.

SOLUTION: Replace the HD105 (PCUA# 950556).

Solution ID TAUS0617565EN* **Solution Usage** 1

Description

What hard drive is used in the model 7085?

Solution

The model 7085 comes standard with an HD105 (Item #950556) installed.

Solution ID TAUS0617573EN* **Solution Usage** 1

Description

Supply information, 7085.

Solution

Toner (ITEM #950970)
Developer (ITEM #950971
Maintenance - PM kit (ITEM #950973)
Drum (ITEM #950972)
Note: Toner, developer, and the drum are unique to the model 7085 and are not compatible with any other model.

Solution ID TAUS0617574EN* **Solution Usage** 1

Description

How to print ECM information.

Solution

To print ECM information, perform the following;
1. Access the Key Operator Mode by pressing the HELP key then touching KEY OPERATOR MODE from the touchscreen.
2. At the Key Operator screen, touch the down arrow then touch #14 (machine management list print).
3. At the Management List Print mode menu, touch #3 (ECM management list).
4. Press the START key to print the list.
5. All active ECM accounts will be printed.
6. To return to normal operation, press the P and C keys together then touch PREVIOUS SCREEN two times.

Solution ID TAUS0617575EN* **Solution Usage** 1

Description

PLEASE LOAD PAPER message.

Solution

CAUSE: In the Key Operator Mode, the ATS/APS selection for the tray is disabled.

SOLUTION: To enable ATS/APS for the desired paper tray, perform the following:
1. Access the Key Operator Mode (hold down the Help button at power ON).
2. Press the Down arrow on the lower left side of the LCD.
3. Press 11. [TRAY AUTO SELECTSETTING].
4. On the left side of the LCD, beneath the [ATS/APS SWITCH] heading, press the paper tray that is loaded with the desired paper size. The selected tray should now be highlighted.
5. Power copier OFF/ON to return to normal copy mode.

Notes:
a. The PLEASE LOAD PAPER message will be indicated when that particular size original is inserted into the RADF or placed on the platen glass.
b. In Mixed original mode the PLEASE LOAD PAPER message will not appear until after the originals have fed through the RADF.

Solution ID TAUS0617578EN* **Solution Usage** 1

Description

What LCTs are used with the model 7085?

Solution

The LT402 (8.5x11paper only) and the LT412 (up to 12x18 paper) can be used with the model 7085.

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Solution ID TAUS0617601EN* **Solution Usage** 1

Description
Different type of key counter interface connector (CN35) information.

Solution
There is a new adapter that allows external key counters to be connected to the new-style connector on the 7085. The new key counter adapter (p/n 1206K0010) is available and can be ordered from Parts.
Note: The model 7085 has no provisions for mounting a key counter on the machine.

Solution ID TAUS0618229EN* **Solution Usage** 1

Description
Intermittent J32-02 while copying.

Solution
PROBABLE CAUSES:
1. One or more of the exit guide plates has a notch or burr, causing the corner of the paper to fold (dog ear) or jam.
Repair the guide plates by using a piece of Scotch-Brite* to remove any burrs. Replace the guide plates as necessary.
Note: There are three different guide plates.
a. Guide plate (p/n 55VA47570).
b. Guide plate/front (p/n 55VA47300).
c. Guide plate/rear (p/n 55VA47310).
There is no scheduled service maintenance for these guide plates. Konica Minolta recommends replacing these plates as a set.

2. PS2 (fixing exit photosensor) failed.
To check PS2, perform the following:
a. Access the 47 multimode (hold down the 4 and 7 keys while powering the machine ON), input code 24, press P-2-P.
b. Actuate PS2 and watch for a change of state at the control panel.
c. If no change takes place, clean or replace PS2 (p/n 55VA85520).
Note: Clean PS2 actuator and photosensor because the actuator may be sticking or some debris may be on the sensor.

* Trademark ownership information

Solution ID TAUS0618342EN* **Solution Usage** 1

Description
Can booklets be made on 8.5x11 paper?

Solution
Booklets can not be produced on 8.5x11 paper. The allowable sizes for booklet mode are 8.5x11R, 8.5x14 and 11x17.

Solution ID TAUS0618580EN* **Solution Usage** 1

Description
FS111, does the FS111 support three folding (tri-fold)?

Solution
The FS111 does not have capability for three folding.

Solution ID TAUS0618985EN* **Solution Usage** 1

Description
Is there an optional hard drive available that will allow jobs to be stored from the main body?

Solution
The model 7085 comes standard with a 20GB hard drive to be used for storing jobs.

Solution ID TAUS0619087EN* **Solution Usage** 1

Description
J32-02 when the copies are exiting the machine.

Solution

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CAUSE: The solenoid lift-up spring for the paper reverse gate solenoid (SD2) has become dislodged, which results in the copy entering the finisher without first entering the paper reverse/exit section.

SOLUTION: To check the solenoid lift-up spring for proper positioning, perform the following:
1. Power the copier OFF.
2. Remove the paper exit cover (p/n 55VA-9010).
3. Ensure that the solenoid lift-up spring is properly attached to the spring fixed plate (p/n 55VA47600) and the reversal solenoid assembly (p/n 55VA-0560). With the lift-up spring properly positioned, the paper reverse gate should be open, which will guide paper exiting the fusing unit under the paper reverse gate and into the paper reverse/exit section. If, the solenoid lift-up spring is not properly positioned, the paper reverse gate will be closed and paper will pass over it and into the finisher upon exiting the fusing unit without first entering the paper reverse/exit section.
4. Replace the solenoid lift-up spring (p/n 55VA47630) as necessary.

Solution ID TAUS0619131EN* **Solution Usage** 1

Description
PZ108, 2-hole punch availability.

Solution
A 2-hole punch system will be available before 3rd Quarter of 2003.

Solution ID TAUS0619524EN* **Solution Usage** 1

Description
SC80-02 shortly after power up.

Solution
CAUSE: On the PRCB, CN210 is poorly seated. This results in a loss of communication between the PRCB and the ICB IFB.

SOLUTION: To check CN210, perform the following:
1. Power the copier OFF.
2. Remove the rear cover (p/n 55VA-1330), which will allow access to the PRCB.
3. Remove CN210 (located on the right side of the PRCB). Ensure that all pins for CN210 on the PRCB are straight and properly aligned.
4. Inspect CN210 on the wiring harness; ensure that all the wires are properly attached to the connector.
5. Reseat CN210 on the PRCB.
6. Power the copier ON.

Solution ID TAUS0619578EN* **Solution Usage** 1

Description
How many passcodes can be programmed in the ECM mode?

Solution
ECM mode on the 7085 has the capability to program and store 1000 passcodes.

Solution ID TAUS0619745EN* **Solution Usage** 1

Description
TU108, machine dimensions.

Solution
The machine dimensions are 50.4 (W) x 23.8 (D) x 21.1 (H) inches or 1279.5 (W) x 610 (D) x 562 (H) mm.

Solution ID TAUS0619766EN* **Solution Usage** 1

Description
TU108, J73 during process.

Solution
CAUSE: The actuator for PS106 (upper blade home position) sensor is free spinning on the drive shaft. M102 and PS106 are not identified in the parts catalog.

SOLUTION: Tighten the allen screw holding the actuator plate to the drive shaft.

Solution ID TAUS0619772EN* **Solution Usage** 1

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Description
The time and date indicated on a PC via the Scan to E-Mail feature is incorrect.

Solution
CAUSE: The time and date are not set correctly on the Mail server.

SOLUTION: The time and date information is not contained or generated by the 7085/IP602 Scan to E-mail feature and, therefore, can not be the cause of the incorrect time and date problem. Set the proper time and date on the mail server.

Solution ID TAUS0620132EN* **Solution Usage** 1

Description
Key counter information.

Solution
The model 7085 has no provisions for mounting a key counter to the machine, however, there is a standard key counter connector located at the upper left corner as viewed from the rear of the machine (near the scanner driver board).

Solution ID TAUS0620241EN* **Solution Usage** 1

Description
DF317, PLEASE CHECK ORIGINAL SIZE and SELECT SCANNING AREA messages when using the RADF.

Solution
CAUSE: PS315 (tray upper limit detection PS) failed.

SOLUTION: To check PS315, perform the following:
1. Access the 47 mode (power the machine ON while holding down on the 4 and 7 keys).
2. Locate CN7-9 at the RADFCB and check for 5V DC. Actuate PS315 and watch for a change of state at CN7-8 on the RADFCB.
3. If no change of state occurs, clean or replace PS315 (p/n 13GA85530).

Solution ID TAUS0620416EN* **Solution Usage** 1

Description
J92-02 when making 1:2 or 2:2 copies.

Solution
CAUSE: Paper dust build up on the black photosensor sheet/heat insulation sheet positioned above the reversal sensor (PS58), resulting in erratic paper detection by the reversal sensor.

SOLUTION: To clean the black photosensor sheet/heat insulating sheet, perform the following:
1. Power the copier OFF.
2. Remove the fusing unit.
3. Remove the fan mount cover (p/n 55VA47102)
4. Remove the fusing unit base cover, which is depicted in the 7085 Parts Catalog (3/2002) on page 74. However, since it is not available as a replacement part it has no part number associated with it.
5. Thoroughly, clean the black photosensor sheet/heat insulating sheet, which is attached to the bottom of the fusing unit base plate. Replace the black photosensor sheet/heat insulation sheet (p/n 55VA47750) as necessary.

SPECIAL NOTE: Solution provided by Fred Veader, KBT Boston.

Solution ID TAUS0620424EN* **Solution Usage** 1

Description
Black ratio data list, Machine management list 2, Parameter list, Memory dump list, and Font pattern are not displayed on the touchscreen when selecting [7. List output mode] in the 36 adjustment mode menu.

Solution
CAUSE: Display of the additional print list options has not been enabled within the 25 mode.

SOLUTION: To enable display of the additional print list options, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1. Software SW setting].
4. Select software switch 30-1 using the arrow keys.
5. Set the switch to ON (1).
6. Power the copier OFF/ON to exit the 25 mode.

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7085

Solution ID TAUS0620485EN* **Solution Usage** 1

Description
Vertical lines on the LCD.

Solution
CAUSE: The Indicating board failed.

SOLUTION: Replace the Indicating board (p/n 55VA87541).

Solution ID TAUS0620513EN* **Solution Usage** 1

Description
How to adjust the density shift in AUTO (Text/Photo) mode.

Solution
To adjust the density shift in AUTO (Text/Photo) mode, perform the following:
1. Power the copier ON.
2. Touch [SPECIAL ORIGINAL] on the touchscreen.
3. Touch [AUTO] on the touchscreen.
4. Touch the P key.
5. Using the numeric keypad, enter the desired density shift (0-5). The default value is 3.
6. Touch [OK] on the touchscreen two (2) times to return to the normal mode.

Solution ID TAUS0620751EN* **Solution Usage** 1

Description
Unable to Scan to Network. Network Scan selection is grayed out. Scanning to the main body hard drive functions properly along with printing to the IP602.

Solution
CAUSE: Network Scanning capability has been deactivated in the 25 mode.

SOLUTION: To activate Network Scanning in the 25 mode, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 28.
4. Use the arrows on the right to scroll to 1.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0621382EN* **Solution Usage** 1

Description
No power.

Solution
CAUSE: The reset switch located below the mechanical total is set to the OFF position.

SOLUTION: To check the position of the reset switch, perform the following:
1. Open the left side front door to access the reset switch.
2. Toggle the reset switch so the [I] indicator is depressed and the [0] indicator is raised.

Solution ID TAUS0621608EN* **Solution Usage** 1

Description
PZ108, not recognized.

Solution
CAUSE: The dipswitches on the PZ108 control board are set for the wrong model. Beginning with serial number 13NR00101, the PZ108 is compatible with the models 7155 and 7165. The extra connector on the PZ108 is for the models 7155 and 7165 and is not used if it is installed on a model 7085.

SOLUTION: Turn ON dipswitch 1 on the PZ108 control board.

Solution ID TAUS0621662EN* **Solution Usage** 1

Description
FAILED TO WRITE TO LPT1 message is indicated on the laptop when sending the operation panel firmware.

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Solution
CAUSE: A failed operations control board.

SOLUTION: Replace the operations control board (p/n 56GE-9040) and flash it with the correct firmware.
Note: The latest firmware version is available on the Konica [[FTP site| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]].

Solution ID TAUS0621819EN* **Solution Usage** 1

Description
FS111, printing cannot be resumed after the finisher tray has been emptied.

Solution
CAUSE: The actuator for the no paper detection sensor (PS15) in the finisher is binding.

SOLUTION: Inspect the actuator for proper operation. The actuator should be blocking the sensor when the exit tray is empty and at the home position. Once the tray leaves the home position, the actuators spring should move the actuator from the sensor.
Note: This sensor is located on the rear of the finisher slightly below the upper pulley for the exit tray wire.

Solution ID TAUS0621902EN* **Solution Usage** 1

Description
How to immediately exit the current ECM session and have [ENTER ECM PASSCODE] message indicated on the touchscreen.

Solution
Hold down the [P] key while simultaneously pressing the [C] key.

Solution ID TAUS0621916EN* **Solution Usage** 1

Description
Code 56-04.

Solution
CAUSE: Incorrect IP unit connected.

SOLUTION: The correct IP unit for the model 7085 is the IP602. No other IP units are compatible with the model 7085.

Solution ID TAUS0622025EN* **Solution Usage** 1

Description
FS211, J72-28 when feeding thick or coated paper in the Staple, Fold, or Stitch and Fold modes.

Solution
CAUSE: Insufficient spring tension on the conveyance roller (p/n 122H50710).

SOLUTION: Install the modified conveyance pressure spring (p/n 12QR45180).
Notes:
1. The spring increases tension on the conveyance roller.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622295EN* **Solution Usage** 1

Description
Unable to scan to PDF with the IP602.

Solution
CAUSE: Incorrect system software/firmware/settings.

SOLUTION: Upgrade software/firmware as required. Adjust 25 mode settings. The following are minimum requirements:
IP602 to system code 6.2.0
KN306 to level 6.31b
7085 control at version 19
7085 image at version 41
7085 operation at version 41

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VIF to version 12
The printer 25 mode dipswitch 25-0 to 1
Note: The [[main body firmware| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]] and system software can be downloaded from the FTP site.

Solution ID TAUS0622400EN* **Solution Usage** 1

Description
How to print an A4 size document onto 8.5x11 paper without any interaction at the machine.

Solution
To print an A4 size document onto 8.5x11 paper without any interaction at the machine, perform the following:
1. Select SET DEFAULTS in the Printer mode.
2.Scroll to the next page on the touchscreen and select OVERRIDE PAPER. Make the appropriate selection A4 to INCH or INCH to A4.

Solution ID TAUS0622445EN* **Solution Usage** 1

Description
Intermittent J32-04 only when printing a mixed original job consisting of 8.5x11 and 8.5x14 paper sizes.

Solution
CAUSE: Incorrect ROM version for C1.

SOLUTION: Konica has released a new ROM to correct this issue.
Notes:
1. This ROM firmware is for use with the ISWTrns program. This ROM is an individual ROM C1 only and can be downloaded from the [[Konica FTP site| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]].
2. Refer to the ROM Release Notice for additional information.
3. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0622597EN* **Solution Usage** 1

Description
How to reset the PM counter.

Solution
To reset the PM counter, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [3. PM count] on the touchscreen.
4. Touch [COUNT RESET] on the touchscreen.
5. Touch [YES] on the touchscreen. The PM count is reset and the start date is input automatically.
6. Touch [OK] on the touchscreen to finish setting.
7. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0622743EN* **Solution Usage** 1

Description
LT412 compatibility.

Solution
There are two different LT412 products. The current type can be installed on the 7155/7165, while the later version LT can be installed on the 7155, 7165 and 7085.
Notes:
1. Serial Number cut-in:
   a. Current type - For use with 7155/7165 only is S/N 13RF00251 and below
   b. Later type - For use with 7155, 7165 and 7085 is S/N 13RF00252 and above
2. Outer Carton Marking:
A Blue Dot attached at the right top corner of the Data Label indicates the Later type LT. Cartons with no Blue Dot are to be considered as containing the Current type LT.

Solution ID TAUS0623286EN* **Solution Usage** 1

Description
Unable to flash the upgrade firmware using a laptop running Microsoft* Windows XP operating system.

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Solution
CAUSE: The laptop has printers installed that point to LPT1 or has virus protection software running.

SOLUTION: Before attempting to flash the machine with an XP laptop, either delete all printers that are directed to LPT1 or direct the printers to another port. Any virus protection software should be closed prior to beginning the flash process.

* Trademark ownership information

Solution ID TAUS0623300EN* **Solution Usage** 1

Description
When browsing to the main body NIC and selecting the environment setup to EKC function settings, a 'login' window requires a user name and password. What is the user name and password?

Solution
The user name is 'ekc' and the password is the 8-digit ECM master key code.

Solution ID TAUS0623553EN* **Solution Usage** 1

Description
Incomplete warm-up.

Solution
CAUSE: Fuse (F1) on scanner driving board is open.

SOLUTION: Replace scanner driving board assembly (p/n 56GA-909).
SPECIAL NOTE: This solution was provided by Konica Business Technologies Corporation in Japan.

Solution ID TAUS0623611EN* **Solution Usage** 1

Description
Double image on copies.

Solution
CAUSE: The IF board failed.

SOLUTION: Replace the IF board (p/n 56GA-9030).

Solution ID TAUS0623634EN* **Solution Usage** 1

Description
PZ109, is Z-folding available with 8.5x11R paper?

Solution
The PZ109 specification for Z-folding is 8.5x14 and 11x17 paper only.

Solution ID TAUS0623672EN* **Solution Usage** 1

Description
PZ108, after upgrading the firmware, the PZ unit is not recognized.

Solution
CAUSE: The PZ control board is not compatible with the firmware.

SOLUTION: Either re-install the previous version of firmware or replace the control board.
Note: The earlier PZ108s (prior to S/N 13NQ00101) had the incompatible control boards installed.

Solution ID TAUS0624005EN* **Solution Usage** 1

Description
When using platen mode, all originals are read as 8.5x11.

Solution
CAUSE: Size Detection was not set to inch standard.

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SOLUTION: To set size detection, perform the following:
1. Access the 25 mode (press and hold the 2 and 5 keys simultaneously while powering the copier ON).
2. Select [1. Software SW Setting].
3. Select the desired software dipswitch number (in this case, '13') by pressing either the up or down arrow indication at the left.
4. Select the bit number of the software dipswitch by pressing either the up or down arrow indication at the right.
5. Select ON (=1) or OFF (=0) for the dipswitch. Choose the desired setting:

DIPSWITCH SETTING	MODE
13 - 0 = 1	5.5x8.5
13 - 1 = 1	8.5x11R
13 - 2 = 0	8.5x14
13 - 3 = 1	5.5x8.5R

6. Press PREVIOUS SCREEN to return to the 25 Mode Menu screen or power the copier OFF/ON to return to normal operation.

Solution ID TAUS0624008EN* **Solution Usage** 1

Description

When copying a business card on the platen glass, A5R is selected.

Solution

CAUSE: APS function for special paper was enabled.

SOLUTION: To disable APS function for special paper, perform the following:
1. Hold the 'P' button down until the message 'Enter 4-digit Password To Change' is displayed.
Note: The button must be pressed for about 5 seconds before the message is indicated.
2. Enter the password 9272 and press the Start Print button.
Note: This is a fixed password and cannot be changed.
3. The selections below will be offered; select the 25 mode.
   [1] Basic Screen
   [2] 36 mode
   [3] 25 mode
   [4] Key Operator mode
   [5] 47 mode
   [6] Exit
4. Press item 1 Software SW setting.
5. Use the UP/DOWN ARROW keys to scroll to software dipswitch 21, bit 6 (21-6).
6. Press OFF.
7. Press Mode Change and then EXIT to return to normal operation.

Solution ID TAUS0624056EN* **Solution Usage** 1

Description

J31-02 when copying onto covers. Jam occurs when being reversed for exit.

Solution

CAUSE: Dirty transport rollers.

SOLUTION: Clean all ADU drive rollers and idlers.
SPECIAL NOTE: Solution provided by Bill Brady, X-TECH LASER PRINTING, INC.

Solution ID TAUS0624225EN* **Solution Usage** 1

Description

Prints/copies are not properly centered front-to-rear.

Solution

CAUSE: Incorrect software dipswitch setting (12-3) which enables automatic centering.

SOLUTION: To enable automatic centering, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Touch the left up-arrow twelve (12) times.
5. Touch the right up-arrow three (3) times.
6. Verify that 12-3 is displayed.
7. Touch [OFF (0)], which will enable the automatic centering feature.
8. Power the copier OFF/ON to exit the 25 mode.
Note: It is recommended to manually adjust the zoning for all paper trays with automatic centering disabled. Once all paper trays are manually adjusted for proper centering, enable automatic centering using the above procedure.

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Solution ID TAUS0624288EN* **Solution Usage** 1

Description
J65-06 at power up.

Solution
CAUSE: The RADF sensitivity adjustment needs to be performed.
Note: This jam code is not listed in the Service Manual.

SOLUTION: To adjust the RADF sensor sensitivity, perform the following:
1. Press and hold the P Key until [Enter 4-digit password to change Mode] is displayed.
2. Enter 9272 and press the Start Button.
3. Select [2. 3-6 mode].
4. Select [2. Image adjustment].
5. Select [4. RADF adjustment].
6. Select [3. RADF sensor sensitivity adj.].
7. Select [Start]. [Complete] will be displayed when the adjustment has been successfully done.
8. Select [Previous Screen] six times.
9. Select [1. Basic Screen] to return to the copy screen.

Solution ID TAUS0624336EN* **Solution Usage** 1

Description
PI108, will not reset at power up.

Solution
CAUSE: PI108 was disabled in the 25 mode.

SOLUTION: To enable the PI108, perform the following:
1. Access the 25 mode (power the machine OFF while holding down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 18 using the up/down button at the left.
4. Select bit 6 using the up/down on the right.
5. Select OFF
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0624364EN* **Solution Usage** 1

Description
Light blotchy copies/prints and poor separation.

Solution
CAUSE: One or both of the front door interlock switches have failed causing improper input voltage to high voltage power supply 2. This will cause incorrect T/S outputs.

SOLUTION: During operation, monitor the 24V DC input to the ADU stand driver board at CN501-1 (orange wire). The 24V DC should always be present with no fluctuations observed. If fluctuations are observed, replace both front door interlock switches (p/n 40AA85010).

Solution ID TAUS0624386EN* **Solution Usage** 1

Description
The machine continues to run after a paper jam with no jam indication displayed.

Solution
CAUSE: Incorrect software dipswitch setting (12-2) which disabled jam detection.

SOLUTION: Perform the following to enable jam detection:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 12.
4. Use the arrows on the right to scroll to 2. The display should read 12-2.
5. Press OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0624543EN* **Solution Usage** 1

Description

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'USB Port Can Not Open' message when flashing the main body via the parallel port.

Solution

CAUSE: Flashing the main body using a USB setting is not supported with the 7085.

SOLUTION: Flash the 7085 from a parallel port.
Note: The ISW tool's USB setting is used for models that have a USB port on the main body for flashing.

Solution ID TAUS0624594EN* **Solution Usage** 1

Description

LT411, part number for the paper feed load adjustment plates.

Solution

Up to 6 weight plates (p/n 13FG40620) can be installed. The M3 x 6mm screws must be used to install up to three weight plates, and the M3 x 8 mm screw must be used when four to six plates are installed.
Note: These plates are installed in the LT411/LT412 only.

Solution ID TAUS0624805EN* **Solution Usage** 1

Description

When feeding from Tray 1, the machine Z-folds the copies and no jam code is indicated.

Solution

CAUSE: The Printer pre-regist adjustment was set to 4 instead of 3.

SOLUTION: To set the Printer pre-regist to 3, perform the following:
1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Press 2 Image adjustment .
3. Press 3 Timing adjustment.
4. Press the NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT key to select the item to be adjusted. The screen changes from Tray 1 to Tray 2 to Tray 3 to Tray 4 (LCT) to ADU.
5. Press the COPY SCREEN key.
6. Press the Start button to make a copy.
7. Check the printer pre-registration.
8. If the printer pre-registration is not appropriate, press the C button while pressing the P button.
9. Enter a value with the numeric keys and press the SET key.
   a. Trays 1, 2, 3, 4 (LCT)

Settings range: -5 to +5
1 step = 2 ms
   b. ADU

Setting range: -10 to +10
1 Step = 2ms.
10. Repeat steps 5 to 10 until the printer pre-registration is appropriate.
12. Press the PREVIOUS SCREEN key to return to the Timing adjustment mode menu Screen.
13. Power the machine OFF/ON to exit the 36 mode.

Solution ID TAUS0624814EN* **Solution Usage** 1

Description

Latest firmware update, 7085.

Solution

To access information concerning the latest firmware, access the Konica FTP site or the EPROM download page. To access the firmware download section on the Konica Minolta website, perform the following:
1. Sign into the [[Secured site| URL http://www.konicabt.com/konicode/Logon]].
2. In the left frame, click on [NSSG Web Support].
3. Again, in the left frame, click on [Download EPROMs].
4. In the [Show all files for:] pull-down menu, select 'Eproms For High Volume Copiers' and click on the List Files button.
5. In the list of firmware, click on the required link to download. The firmware description will be in PDF format.

Note: To view a PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625772EN* **Solution Usage** 1

Description

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7085

The Weekly Timer is not powering the machine ON/OFF at the proper programmed times.

Solution

CAUSE: The current date is not properly programmed, causing the machine to use the ON/OFF times programmed for the day preceding the current day.

SOLUTION: To properly program the current date, perform the following:
1. Press the [HELP] key.
2. Touch [Key-Ope mode] on the touchscreen.
3. Touch [1. System initial setting] on the touchscreen.
4. Touch [1. Date & Time setting] on the touchscreen to display the System initial setting [Date & Time setting] screen. The current date and time will be displayed on the upper portion of the touchscreen.
5. Using the numeric keypad input the proper month and then touch the [SET] key on the touchscreen.
6. Using the numeric keypad input the proper day and then touch the [SET] key on the touchscreen.
7. Using the numeric keypad input the proper year and then touch the [SET] key on the touchscreen.
8. Using the numeric keypad input the proper time and then touch the [SET] key on the touchscreen.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0625805EN* **Solution Usage** 1

Description

TU108, SC77-37 at power up.

Solution

PROBABLE CAUSES:
1. Driving gears for M106 (FNS driving motor) are worn.

Replace the up/down gear (p/n 13LH77100) and up/down worm (p/n 12QR77030).

2. M106 (FNS driving motor) does not come ON.

To check M106, perform the following:
- a. Access the 47 multimode (power the machine ON while holding down on the 4 and 7 keys) output code 075, press P-70-P.
- b. If M106 does not come ON, check CN403-3 to ground for 24V DC and CN403-4 to ground for 24V DC at the TU108DB.
- c. If there is no voltage at CN403-3 and CN403-4, replace the FNSCB (FS111 - p/n 13TQ-9010, FS211 - p/n 13TR-9010).
- d. Power the machine OFF/ON to exit the 47 multimode.

Solution ID TAUS0625838EN* **Solution Usage** 1

Description

J31-01 during copy mode.

Solution

CAUSE: Poor connection for M12 (registration).

SOLUTION: Reseat the connection for M12.

Solution ID TAUS0625938EN* **Solution Usage** 1

Description

FS211, intermittent F77-02 during copy mode.

Solution

CAUSE: M3 (up/down) failed.

SOLUTION: Replace M3 (p/n 129U-1080).

Solution ID TAUS0626124EN* **Solution Usage** 1

Description

How to program the serial number for the machine or optional units.

Solution

To program the serial number for the machine or optional units, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [8. M/C serial number setting] on the touchscreen. The serial number setting mode screen will be displayed.
4. Touch the item name of the component requiring programming of a serial number on the touchscreen.
5. Enter the 9-digit serial number by touching the appropriate alphabet and numeric keys displayed on the touchscreen.
6. Touch [OK] on the touchscreen to enter the serial number into memory.
7. Power the copier OFF/ON to exit the 25 mode.

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Solution ID TAUS0626622EN* **Solution Usage** 1

Description

How to set the paper tray priority.

Solution

To set the paper tray priority, perform the following:
1. Power the copier OFF.
2. Access the Key Operator Mode by pressing the HELP key then touching [KEY OPERATOR MODE] on the touchscreen.
3. Touch [11. Tray auto select setting] on the touchscreen.
4. On the left hand side of the touchscreen, touch to highlight desired tray key, for each tray which is to be automatically detected when ATS/APS functions. If, the tray key is not highlighted it will not be an ATS/APS available tray, nor will it be displayed on the right half of the touchscreen.
5. Tray keys specified as ATS/APS ON will appear on the right half of the touchscreen. Touch to highlight the desired tray key, and then change its priority by using the up-down arrow keys.
6. Touch [OK] on the touchscreen to complete the setting and restore the Key Operator Mode screen.
7. If, no further changes are required, touch [PREVIOUS SCREEN] on the touchscreen to return to the normal mode.

Solution ID TAUS0627055EN* **Solution Usage** 1

Description

FS111, part number for the finisher to main body wiring harness.

Solution

Fnisher to main body wiring harness (p/n 129U90100).

Solution ID TAUS0627130EN* **Solution Usage** 1

Description

Intermittent J11-02 when using Tray 1, J12-02 when using Tray 2, and J13-02 when using Tray 3.

Solution

CAUSE: The printer pre-regist adjustment is set to +4 instead of -5.

SOLUTION: To set the printer pre-regist to -5, perform the following:
1. Access the 36 mode (power the machine ON while holding down on the 3 and 6 keys).
2. Press 2 Image adjustment.
3. Press 3 Timing adjustment.
4. Press the NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT key to select the item to be adjusted. The screen changes from Tray 1 to Tray 2 to Tray 3 to Tray 4 (LCT) to ADU.
5. Press the COPY SCREEN key.
6. Press the Start button to make a copy.
7. Check the printer pre-registration.
8. If the printer pre-registration is not appropriate, press the C button while pressing the P button.
9. Enter a value with the numeric keys and press the SET key.
   a. Trays 1, 2, 3, 4 (LCT) settings range: -5 to +5 (1 step = 2 ms)
   b. ADU settings range: -10 to +10 (1 Step = 2ms)
10. Repeat steps 5 to 10 until the printer pre-registration is appropriate.
11. Press the PREVIOUS SCREEN key to return to the Timing adjustment mode menu Screen.
12. Power the machine OFF/ON to exit the 36 mode.

Solution ID TAUS0627254EN* **Solution Usage** 1

Description

DF317, J65-02 at power up.

Solution

CAUSE: A torn paper fragment is lodged in front of the original conveyance sensor [PS308].

SOLUTION: To check the original conveyance sensor [PS308], perform the following:
1. Access the 47 mode, input code 60, P-04-P. The state of the original conveyance sensor [PS308] will be displayed in the dark blue band at the top of the touchscreen. When the sensor is not blocked by paper [L] should be displayed. When the sensor is blocked by paper [H] will be displayed on the touchscreen.
2. Thoroughly, inspect and clean the paper path in front of the original conveyance sensor [PS308]. Remove any paper fragments or paper dust from the sensor path. Replace the original conveyance sensor [PS308], (p/n 13GA-9330) as necessary.

Solution ID TAUS0627502EN* **Solution Usage** 1

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Description
FS211, how to create a 52-page booklet with a cover sheet and have it folded and stapled.

Solution
Due to design restrictions, the FS211 finisher can only fold a maximum of 16 sheets of paper.

Solution ID TAUS0627664EN* **Solution Usage** 1

Description
Error code 50-03 at power up.

Solution
CAUSE: A damaged ADU driver board.

SOLUTION: Replace the ADU driver board (p/n 56GA-9072).
SPECIAL NOTE: This solution provided by Ken Morales of SBP IMAGE SOLUTIONS.

Solution ID TAUS0627822EN* **Solution Usage** 1

Description
How to disable automatic centering correction.

Solution
To disable automatic centering, perform the following:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Touch [1: Software SW setting] on the touchscreen.
4. Use the arrow keys to scroll to dipswitch 12-3.
5. Touch [ON (1)], which will disable the automatic centering feature.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0628672EN* **Solution Usage** 1

Description
FS211, can this finisher be used on the model 7075?

Solution
The FS211 is for the 7085/FORCE 85 only and can not be used with the 7075.

Solution ID TAUS0628971EN* **Solution Usage** 1

Description
FS111, what is the maximum number of 11x17 sheets that can be stapled?

Solution
The FS111 can staple a maximum of 50 11x17 sheets, due to the length of the paper in the feed direction exceeding 400 mm. When stapling paper which is less than 400 mm in the feed direction, the maximum number of sheets that can be stapled is 100.

Solution ID TAUS0629443EN* **Solution Usage** 1

Description
J94-2 when duplexing 11x17.

Solution
CAUSE: The ADU registration roller and the loop roller failed.

SOLUTION: Replace the registration roller (p/n 55VA46810) and the loop roller (p/n 55VA-0680).

Solution ID TAUS0629736EN* **Solution Usage** 1

Description
Unable to print when the 7085 is in the Power Saver/Auto-Shut off mode; error on workstation indicating the printer is unavailable.

Solution
CAUSE: The IP602 has automatically powered off. This is due to incorrect settings with the IP602 Power Management CMOS settings.

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SOLUTION: Performing a LOAD FAIL-SAFE DEFAULTS to the IP602 CMOS will reset the Power Management settings to factory default which will correct this issue. To initiate a LOAD FAIL-SAFE DEFAULTS, perform the following:
NOTE: Keyboard and monitor attached to the IP602 are required.
1. Power ON the IP602.
2. With the attached keyboard, press the DELETE key when the monitor displays the IP initial POST up screen. This will bring up the CMOS SETUP UTILITY screen.
3. Scroll to LOAD FAIL-SAFE DEFAULTS.
4. Press Enter.
5. Select Y and press Enter.
6. Next, the following settings must be changed to the IP602 Power Management settings to unsure that the IP602 will automatically power ON when the main power switch of the 7085 print engine is powered ON;
7. From the CMOS SETUP UTILITY screen, scroll down to POWER MANAGEMENT SETUP and press ENTER. This will bring up the POWER MANAGEMENT SETUP UTILITY screen. Change the following settings:
   a. Setting, APCI SUSPEND TYPE, must be set to S1 (POWERON SUSPEND).
   b. Setting, SOFTOFF BY PWR-BTTN, must be set to INSTANT OFF.
   c. Setting, AC BACK FUNCTION, must be set to FULL-ON.
Note: The UP/DOWN arrow keys will allow navigation to each setting and the PAGE UP/PAGE DOWN keys will allow the settings to be changed.
9. After these three settings have been programmed, press F10 and ensure Y is selected in the SAVE TO CMOS AND EXIT window, and then press ENTER. The IP will then reboot automatically.
10. After the IP has fully rebooted, power OFF/ON the print engine main power switch to confirm the IP powers up automatically.

Solution ID TAUS0630219EN* **Solution Usage** 1

Description
How to isolate the hard drive (HD102).

Solution
To isolate the HD102, perform the following:
1. Access the 25 mode.
2. Touch [1. Software SW setting] on the touchscreen.
3. Scroll to dipswitch 2-0.
4. Touch [OFF (0)] on the touchscreen which will turn ON the isolation mode.
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0630257EN* **Solution Usage** 1

Description
LT412, can the LCT be configured to feed B5 size paper?

Solution
The LT412 (PCUA 950959) is not physically capable of feeding B5 size paper. However, the LT402 (PCUA 950958) can be configured to feed B5 size paper.

Solution ID TAUS0638620EN* **Solution Usage** 1

Description
SC33-01 during copy mode.

Solution
CAUSE: M12 (registration) failed.

SOLUTION: Replace M12 (p/n 56VA80800 for 7075 and p/n 56AA80800 for 7085).
Note : This motormay initially work in the 47 mode, however, it will failas it becomes warm.

Solution ID TAUS0638683EN* **Solution Usage** 1

Description
Uneven exposure on copies made from the platen glass only. Internal test prints have uniform exposure.

Solution
CAUSE: A haze has developed on one of the optical mirrors.

SOLUTION: Thoroughly, clean all optical mirror surfaces along with the underside of the exposure glass and the white reference plate, using a streak free glass cleaner.

Solution ID TAUS0639064EN* **Solution Usage** 1

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Description
Intermittent J31-02 from all paper trays and sizes, simplex or duplex.

Solution
CAUSE: Drum separation claws are binding on the shaft due to toner buildup.

SOLUTION: Thoroughly clean shaft on which the drum separation claws are mounted.

Solution ID TAUS0640114EN* **Solution Usage** 1

Description
SC29-04 at power up.

Solution
CAUSE: The Toner Control Sensor Board failed.

SOLUTION: Replace the TCSB (p/n 55VA-9510).

Solution ID TAUS0640150EN* **Solution Usage** 1

Description
Background when copying onto 100lb TAB paper.

Solution
CAUSE: Poor fusing due to the thickness of paper.

SOLUTION: Set the individual tray for Thick Paper mode. For more information regarding Thick Paper mode please refer to the [[7085 User's Manual|URL http://techweb.konicabt.com/tpm/media/7085ug.pdf]].
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0642009EN* **Solution Usage** 1

Description
FS111M, F70-01 at power up, after installing the finisher onto a model 7085.

Solution
CAUSE: The EPROM and relay wire harness required for use on a model 7255/7272 has been installed into the finisher.

SOLUTION: When installing an FS111M (item #960329) onto a model 7085 do not remove the EPROM installed on the finisher CB and replace it with the ROM (accessory part #6) included in the package as instructed on page E-4, step 12 of the Installation Manual. Also, do not install the relay wire (accessory part #5) to the connector of the finisher as instructed on page E-4 step 13 of the Installation Manual.
Note: The serial number of an FS111M finisher will start with 13YY. The FS111 finisher serial number starts with 13TR.

Solution ID TAUS0642012EN* **Solution Usage** 1

Description
FS111M, can the FS111M (item #960329) be installed on the model 7085?

Solution
The model FS111M finisher can be installed on the model 7085. When installing an FS111M (item #960329) onto a model 7085 do not remove the EPROM installed on the finisher CB and replace it with the ROM (accessory part #6) included in the package as instructed on page E-4, step 12 of the Installation Manual. Also, do not install the relay wire (accessory part #5) to the connector of the finisher as instructed on page E-4 step 13 of the Installation Manual.
Note: The serial number of an FS111M finisher will start with 13YY. The FS111 finisher serial number starts with 13TR.

Solution ID TAUS0642019EN* **Solution Usage** 1

Description
FS111M, 70-01 at power up, the EPROM installed on the finisher CB has not been replaced with the ROM (accessory part #6), nor has the relay wire (accessory part #5) been installed.

Solution
CAUSE: The EPROM on the finisher CB has to be upgraded.

SOLUTION: Upgrade the finisher CB EPROM to level 15.1. The EPROM firmware (13trn15clc0r.exe) can be downloaded at the Konica Minolta FTP site.

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Note: The serial number of an FS111M finisher will start with 13YY. The FS111 finisher serial number starts with 13TR.

Solution ID TAUS0642085EN* **Solution Usage** 1

Description
COPYING IN PROGRESS, PRESS START TO RESTART messages, and the LCD blinks at process start.

Solution
CAUSE: Paper is remaining in the ADU conveyance section.

SOLUTION: Open the front doors, withdraw the ADU/conveyance unit, lower the ADU bottom plate, and remove any paper that is found.

Solution ID TAUS0642183EN* **Solution Usage** 1

Description
FS211, fold position for 11x17 paper only is off 1.25 inches from the center of the sheet.

Solution
CAUSE: An obstruction within the folding unit is preventing the paper from contacting the folding stopper.

SOLUTION: Remove the folding unit and thoroughly inspect the conveyance path to the folding stopper. Remove any obstructions such as staple sheets or paper fragments, which are preventing the 11x17 sheets from traveling completely to the end of the conveyance path and contacting the folding stopper, which determines the centering folding position.

Solution ID TAUS0642316EN* **Solution Usage** 1

Description
The LCD is blank and the interrupt and power saver LEDs are on.

Solution
CAUSE: The Operation Board Assy/2 has failed.

SOLUTION: Re-flash the machine and if needed replace the Operation Board Assy/2 (p/n 56GE11577).

Solution ID TAUS0642358EN* **Solution Usage** 1

Description
DF313, SC62-04 when using the RADF in 200dpi or 400dpi mode.

Solution
CAUSE: The RADF sensor sensitivity adjustment had not been performed.

SOLUTION: Perform the original size adjustment with the RADF open by doing the following:
1. Access the 36 adjustment mode.
2. Select [2] Image adjustment.
3. Select [4] RADF adjustment.
4. Select [2] RADF original size adjustment.

Note: This adjustment is a two-part adjustment. For adjustment 1 of 2, place an 8.5x11 inch original in the RADF and align the side guides accordingly. Press START on the touchscreen. Complete should be displayed on the top of the screen. Press next adjustment for adjustment 2 of 2. Insert a 5.5x8-1/2 original in the RADF and align the side guides accordingly. Press start on the touchscreen. Once Complete is displayed the adjustment is done. Power the machine OFF/ON.

Solution ID TAUS0643321EN* **Solution Usage** 1

Description
How to set up scanning for the 7085.

Solution
Scan setup procedure .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0643334EN* **Solution Usage** 1

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7085

Description
Developer on the trail edge of copies.

Solution
CAUSE: The charge corona failed.

SOLUTION: Replace the charge corona (p/n 55VA-2500).

Solution ID TAUS0647427EN* **Solution Usage** 1

Description
What memory switch controls job offset on the 7085?

Solution
Memory switch 20 controls the job offset function of the 7085.

Solution ID TAUS0648651EN* **Solution Usage** 1

Description
Abnormal noise (buzzing sound) that will not stop after booting the IP-602M (only). This does not apply to the IP-602.

Solution
CAUSE: The IP-602M does not have a DUAL BIOS motherboard (like the IP-602). If the BIOS settings were changed by the technician or through an electrical malfunction they must be reset manually.

SOLUTION: Select "LOAD OPTIMIZED DEFAULTS" from the CMOS Setup utility (at power-up, press the "Delete" keyto access the BIOS or CMOS settings).
Aftermaking these settings, press F10 and save.
  Note : At reboot, the speaker will continue to make an abnormal sound.
After loading optimized defaults, the following IP-602M BIOS settings will need to be changed:
1. STANDARD CMOS FEATURES :
- Halt On All, But Keyboard
2. ADVANCED BIOS FEATURES :
- Boot Up Floppy Seek Enabled
3. ADVANCED CHIPSET FEATURES :
- AGP Device 4K Support Disabled
4. INTEGRATED PERIPHERALS :
- Init Display First Onboard/AGP
- AC BACK Function Full-On
5. POWER MANAGEMENT SETUP :
- PME event wake up Enabled
6. PnP/PCI CONFIGURATIONS :
- Resources Controlled By Auto
- PCI1 IRQ Assignment 12
- PCI2 IRQ Assignment 11
- PCI3 IRQ Assignment 10
7. PC HEALTH STATUS :
- CPU Warning temperature 90 C/194 F
- CPU fan fail Warning Enabled
- Power fan failure Warning Enabled
- System fan failure Warning Enabled
8. FREQUENCY/VOLTAGE CONTROL :
-CPU Host Clock Control Disabled
After making these settings press F10 to save and reboot.
  Note : Please confirm that the PCI slot boards are installed as follows:
 Firewire card - top
 KN-306 - middle
 Parallel card - bottom

Solution ID TAUS0648698EN* **Solution Usage** 1

Description
J-31-02 errors.

Solution
Inspect and or replace PS-2 sensor.

Solution ID TAUS0651562EN* **Solution Usage** 1

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7085

Description

Microsoft®-certified printer drivers - PCL, PostScript, PostScript (P)and PostScript (V).

Solution

The Konica Minolta Microsoft®-certified printer driverscan bedownloaded fromthe Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.
These drivers will be shown as a WHQL (W indows H ardware Q uality L abs)Download.
Access the Download Selector and type WHQL in [Find downloads:],then click on Search->.

Solution ID TAUS0651565EN* **Solution Usage** 1

Description

Is the 7085 PostScript* driver Microsoft*-certified?

Solution

The Konica 7085 PostScript driver is Microsoft-certified. Microsoft-certified drives are listed on the [[Windows Marketplace Tested Products List| URL http://testedproducts.windowsmarketplace.com/results.aspx?&text=Konica%20Minolta&bCatID=0&cpID=0&ocID=0&OR=1&PG=1]].
Note: Scroll through the available pages to obtain a complete listing of Konica Minolta Microsoft-certified drivers.

* Trademark ownership information

Solution ID TAUS0651962EN* **Solution Usage** 1

Description

Is the PI8500 Pro controller compatible with the 7085?

Solution

The PI8500 Pro controller is compatible with the 7085 providing the 7085 is flashed with the DI850 firmware and the interface kit for the PI8500 Pro (p/n 4387-611) is used.

Solution ID TAUS0653750EN* **Solution Usage** 1

Description

SC21-4 shortly after power up.

Solution

CAUSE: Failed LT402 driving board; resulting in 24V DC power supply being shorted to ground.

SOLUTION: To confirm the LCT as a source of the problem, perform the following:
1. Power the copier OFF and isolate the LCT interface connector from the main body.
2. Power the machine ON and monitor for the SC21-4 failure code. If, the failure code is not displayed, the problem is associated with the LCT.
3. Inspect LCT wiring harnesses for improper positioning or damage. Replace the LCT board (p/n 13TJ-9012) as necessary.
SPECIAL NOTE: Solution provided by Larry Cole, CPO LTD.

Solution ID TAUS0654529EN* **Solution Usage** 1

Description

PZ109, copies have a buckle in the front-to-rear direction approximately 5 inches from the lead edge when using the punch mode only.

Solution

CAUSE: The punch resist loop adjustment is not properly adjusted.

SOLUTION: To adjust the punch resist loop adjustment, perform the following:
1. Access the 36 mode.
2. Touch [6. Finisher adjustment] on the touchscreen.
3. Touch [5. Punch adjustment] on the touchscreen.
4. Touch [3. Punch resist loop adjustment]
5. Touch [COPY] on the touchscreen, set paper in the tray, then set the original and press the START key. Confirm the amount of punching-resistance loop.

6. If, the amount of punching-resistance loop is not properly set, press the [C] key while pressing the [P] key. Use the numeric keys to enter a value from -20 to +20, then press the [SET] key. One step = 0.8 mm.
7. Repeat steps 4 through 6 until the amount of punching-resistance loop is correctly set.

Solution ID TAUS0654623EN* **Solution Usage** 1

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Description

PU109, copies have a buckle in the front-to-rear direction approximately 5 inches from the lead edge when using the punch mode only.

Solution

CAUSE: The punch resist loop adjustment is not properly adjusted.

SOLUTION: To adjust the punch resist loop adjustment, perform the following:
1. Access the 36 mode.
2. Touch [6. Finisher adjustment] on the touchscreen.
3. Touch [5. Punch adjustment] on the touchscreen.
4. Touch [3. Punch resist loop adjustment]
5. Touch [COPY] on the touchscreen, set paper in the tray, then set the original and press the START key. Confirm the amount of punching-resistance loop.

6. If, the amount of punching-resistance loop is not properly set, press the C key while pressing the P key. Use the numeric keys to enter a value from -20 to +20, then press the [SET] key. One step = 0.8 mm.
7. Repeat steps 4 through 6 until the amount of punching-resistance loop is correctly set.

Solution ID TAUS0700244EN* **Solution Usage** 1

Description

How to determine what version of Sun Java™ is installed on a Microsoft® Windows workstation.

Solution

To determine what version of Sun Java™ is installed, perform the following:
1. From a command prompt type:java -version
2. Press Enter.
3. The version of Sun Java™ will be indicated. If the command is not recognized then Sun Java™ is not installed.

Solution ID TAUS0702275EN* **Solution Usage** 1

Description

When the finisher is installed and it reaches its limit of stapled sets, the customer must remove all stapled sets to continue printing. Can the copier be set to continuously print when the finisher is installed?

Solution

Set dipswitch 15 bits 3 and 4 to 1. This causes the copier to disregard the finisher error request.

Solution ID TAUS0702888EN* **Solution Usage** 1

Description

How to print to a printer on a Microsoft® Windows XP PC from a Macintosh® running OS version 10.4.x.

Solution

Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0617571EN* **Solution Usage** 0

Description

Improper paper size recognition from the bypass tray.

Solution

CAUSE: The bypass tray size adjustment procedure was not performed or improperly performed.

SOLUTION: Perform the bypass tray paper size adjustment. To adjust the bypass tray paper size, perform the following:
1. Access the 36 mode screen by powering the machine ON while pressing the 3 and 6 keys.
2. From the 36 mode screen, select [2 Image adjustment].
3. From the Image adjustment screen, select [1 Tray adjustment].
4. Select BYPASS TRAY 1 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
5. Place an 8.5x11R paper in the bypass tray, and move the side guides to contact the paper.
6. Touch [Start] on the touchscreen. [Complete] will be indicated.
7. Select BYPASS TRAY 2 by touching NEXT ADJUSTMENT or PREVIOUS ADJUSTMENT.
8. Place an 8.5x11 paper in the bypass tray, and move the side guides to contact the paper.
9. Touch [Start] on the touchscreen. [Complete] will be indicated.
10. Power copier OFF/ON to return to normal copy mode.

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Solution ID TAUS0617577EN* **Solution Usage** 0

Description
How to enable two counts on the total counter for 11x17 paper.

Solution
To enable two counts on total counter for 11x17, perform the following:
1. Access the 25 mode (power the machine ON while down on the 2 and 5 keys).
2. Select [1 Software DIP SW].
3. Select DIP SW 4 using the up/down arrows at the left.
4. Select bit 7 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0617579EN* **Solution Usage** 0

Description
How to reset the drum counter.

Solution
To reset the drum counter, perform the following:
1. Access the 25 mode (power the copier ON while pressing the 2 and 5 keys).
2. Select [5. Parts counter].
3. Select [1. Count of special parts].
4. Use the down arrow on the right of the screen to select [003 OPC drum].
5. Select [Count Reset].
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0617584EN* **Solution Usage** 0

Description
How to program the machine to display jam codes.

Solution
To program the machine to display jam codes, perform the following;
1. Access 25 mode (hold the 2 & 5 keys while powering the machine ON).
2. Scroll to dipswitch 11-7.
3. Select ON or 1.
4. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0617586EN* **Solution Usage** 0

Description
How to print the system configuration page.

Solution
To print the system configuration page, perform the following:
1. Press the MODE key to select PRINTER.
2. Press Test Print Menu on the LCD.
3. Press Config. Data and press OK.
4. The system configuration page will be printed.

Solution ID TAUS0617587EN* **Solution Usage** 0

Description
Toner yield, 7085.

Solution
The toner yield is up to 60,000 impressions per cartridge.

Solution ID TAUS0617588EN* **Solution Usage** 0

Description
What items are included in the Maintenance Kit (PCUA 950973)?

Solution

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The following items are included in the Maintenance Kit:
Charging Wire
Charging Wire Unit Vibration Proof Rubber
Charging Control Plate
Resin Ring
Charging Wire Cleaning Unit
Cleaning Blade
Fixing Cleaning Web
Scatter Prevention Plate
Fur Brush
Seperation Claw
Suction Filter
Transfer/Seperation Wire
Seperation Wire Cleaning Unit 1
Seperation Wire Cleaning Unit 2
TransWire Cleaning Unit
Trans/Sep Vibration Proof Rubber
Gloves
Cleaning Pads
Dev Collection Sheet
Toner Collecting Sheet
Cotton Swabs
Hand Case for Collection
Dust Bag

Solution ID TAUS0617589EN* **Solution Usage** 0

Description
What is the maximum recommended monthly volume for the model 7085?

Solution
The maximum recommended monthly volume is 750,000 impressions.

Solution ID TAUS0617590EN* **Solution Usage** 0

Description
What is the maximum electrical current draw?

Solution
The maximum current draw is 17.6 amps.

Solution ID TAUS0617595EN* **Solution Usage** 0

Description
What is the first copy out time for the 7085?

Solution
The first copy out time is 3.3 seconds for an 8.5x11 original using the platen copy mode.

Solution ID TAUS0617611EN* **Solution Usage** 0

Description
What is the capacity of the hard drive (HD105) in the model 7085?

Solution
The HD105 is a 20GB hard drive.

Solution ID TAUS0619181EN* **Solution Usage** 0

Description
DF317, PLEASE CHECK ORIGINAL SIZE AND SELECT SCANNING AREA message when placing a document in the RADF original feed tray.

Solution
CAUSE: The DF317 has been disabled by the faulty part isolation in the 25 mode.

SOLUTION: To enable the DF317 in the 25 mode, perform the following:

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1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Select option [1. SOFTWARE SWITCH].
4. Scroll to dipswitch 18-4.
5. Set to 0 by selecting OFF.
6. Power the copier OFF/ON to exit the 25 mode.

Note: If a service code relating to the DF317 is displayed, and the option to continue is selected, the faulty part isolation will activate automatically.

Solution ID TAUS0619356EN* **Solution Usage** 0

Description

Cannot access multiple reserve jobs.

Solution

CAUSE: The setting of software dipswitch 16-1 determines if only one reserve job is available or if all reserve jobs are available.

SOLUTION: To enable the availability of all reserve jobs, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).
2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 16.
4. Use the arrows on the right to scroll to 1.
5. Press OFF.
6. Power the machine OFF/ON to return to normal operation.

Note: If software dipswitch 16-1 is set to ON, only one reserve job will be available.

Solution ID TAUS0619656EN* **Solution Usage** 0

Description

LT402 compatibility.

Solution

There are two different LT402 products. The LT402 (Item #950958) is compatible with the 7155/7165/7085. LT402 (Item #950557) is compatible with the 7155/7165 products only.

Notes:
1. Serial Number cut-in:
   a. Current type - For use with 7155/7165 only is S/N 13RK00811 and below
   b. Later type - For use with 7155, 7165 and 7085 is S/N 13RK00812 and above
2. Outer Carton Marking:

A Blue Dot attached at the right top corner of the Data Label indicates the Later type LT. Cartons with no Blue Dot are to be considered as containing the Current type LT.

Solution ID TAUS0620558EN* **Solution Usage** 0

Description

J92-2 only when selecting 1:2 or 2:2 copy modes using 8.5x11 paper.

Solution

CAUSE: A failed fixing exit sensor (PS2) or a bind in its actuator.

SOLUTION: Verify the operation of the sensor actuator and repair any binding. If needed, replace the exit sensor (p/n 55VA85520).

Solution ID TAUS0620980EN* **Solution Usage** 0

Description

Material Safety Data Sheets, 7085.

Solution

Toner MSDS.
Developer MSDS.
Drum MSDS.

Note: To view the above PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0621074EN* **Solution Usage** 0

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Description

Unable to use the RADF or other functions when making an 'interrupt' copy.

Solution

CAUSE: There are two choices available to interrupt a copy run. One choice does not allow full machine functionality for the 'interrupted' copy. The other choice allows use of all machine functions for the 'interrupted' copy.

SOLUTION: To select the preferred method, perform the following:
1. Access the Key Operator Mode by pressing the HELP key and then touching KEY OPERATOR MODE on the touchscreen.
2. Touch the down arrow to scroll to the next screen.
3 . Touch # 13 [Memory switch setting].
4. Use the down arrow to scroll to memory switch #32 [An interruption suspended way].
5. Use the down arrow on the right side of the touchscreen to highlight memory switch #32.
6. Touch the [Change Settings Contents] selection on the touchscreen until [Division of a number of copies] is highlighted.

Note: By making this selection, when INTERRUPT is pressed during a copy run, the machine will complete the set in progress and then allow 'interrupt' copies to be made with full functionality. If [During a number of copies] is selected, the machine will stop in the middle of a set and the 'interrupt' copy can only be made from the platen with no options available.

Solution ID TAUS0621365EN* **Solution Usage** 0

Description

User's Manual, 7085.

Solution

7085 User's Manual .

Note: To view the above links, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0621682EN* **Solution Usage** 0

Description

What is the part number for the 'slit glass'?

Solution

In the Parts Catalog the 'slit glass' is referenced as the white color standard plate assembly (p/n 55TA-6930).

Solution ID TAUS0621691EN* **Solution Usage** 0

Description

New base system code and printer drivers for the IP602/FORCE 85/7085 printing systems.

Solution

There are a few different ways to get this code level installed:
1. All new shipped orders for the IP602 or Parts Center hard disk drives will be at the new 'base' version 6.0.0 system code, and all that is required is to load the 6.1.0 system code.
2. Download the 6.0.0 and 6.1.0 system code and install the 6.0.0 code, then the 6.10 code via floppy disks.
3. Download the CD-ROM installation files which allows an upgrade from 5.x.x to 6.0.0 using a CD-ROM drive. Details of this type of installation are included in Section 5 of this bulletin. Then you will need to download the 6.1.0 code and upgrade using floppies.

CAUTION: If using existing equipment, do not go from version 5.x.x directly to 6.1.0; you must go from 5.x.x to 6.0.0, then to 6.1.0. Obtain these system code versions on the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]], or order a new pre-loaded hard drive with version 6.0.0 from the Parts Distribution Center using standard ordering procedures.

Newly added functions include:
2.1.1) Job Spooler function (PCL* only)
2.1.2) Expansion of IP602 built-in HDD access area
2.1.3) Alert E-mail function
2.1.4) 7085, FORCE85 tandem support
2.1.5) Constraint on driver when using with FORCE85
2.1.6) Disabling reading of 600dpi/400dpi resolution
2.1.7) Switching to single-sided or double-sided print in a job (mixplex)
2.1.8) Multi-language support of KN306 NIC
2.1.9) Tab paper printing availability
2.1.10) Non-standard paper size availability
2.1.11) Two-byte PCL font support for certain Asian characters.
2.1.12) Plug-and-play on parallel connection with Microsoft* Windows 2000 and XP
2.1.13) PCL driver is Microsoft certified (Microsoft Digital Signature)
2.1.14) NDPS for Novell*

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2.1.15) Face-up/Face-down output modes

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Solution ID TAUS0621754EN* **Solution Usage** 0

Description
How to print using the web utility.

Solution
To print using the web utility, perform the following:
1. Open the web browser on the PC and clear the command line.
2. Type the TCP/IP* address of the NIC/printer that you want to receive the print job.
3. 'Web Utilities Version 3' will be indicated on the monitor display.
4. Click on the 'Network Setup' button and then click on 'Network Print Options'.
5. Select the file to be printed.
Note: The files must be printer ready files such as TXT or PRN files (not TIF or PDF files). Browse to the file. The file can be a local file or from a remote server.
6. Type 'sysadm' in lowercase as the password.
Note: If sending a PRN file, it will select the various print options selected in the driver.

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Solution ID TAUS0621820EN* **Solution Usage** 0

Description
FS211, printing cannot be resumed after the finisher tray has been emptied.

Solution
CAUSE: The actuator for the no paper detection sensor (PS15) in the finisher is binding.

SOLUTION: Inspect the actuator for proper operation. The actuator should be blocking the sensor when the exit tray is empty and at the home position. Once the tray leaves the home position, the actuators spring should move the actuator from the sensor.
Note: This sensor is located on the rear of the finisher slightly below the upper pulley for the exit tray wire.

Solution ID TAUS0621953EN* **Solution Usage** 0

Description
How to store and recall images/documents using the hard drive (HD105).

Solution
To store documents to the hard drive, perform the following:
1. Press the mode key to select SCANNER/SERVER.
2. From the touchscreen, touch IMAGE STORE/DELETE
3. Touch SCANNER to HDD.
4. Create a password of up to 8 digits long using the touchscreen keypad. The password can be either alpha or numeric or a combination of both. Touch OK to store the password.
5. Assign a name to the job to be stored and touch OK. The name can be either alpha or numeric or a combination of both and up to 8 characters long. A prompt to scan the documents will be indicated.
6. The documents will now be stored in the hard drive under the established password and assigned name.

To recall stored documents for printing, perform the following:
1. Press the mode key to select SCANNER/SERVER.
2. From the touchscreen, touch IMAGE RECALL.
3. Touch HDD.
4. Enter the password under where the document is stored and touch OK. All jobs stored under that password with their assigned names will be displayed.
5. Select the job to be retrieved and touch OK. A prompt to press START to print will be indicated.
6. Pressing START will initiate printing the stored job.

Solution ID TAUS0622006EN* **Solution Usage** 0

Description
Cannot access multiple reserve jobs.

Solution
CAUSE: The setting of software dipswitch 16-1 determines if only one reserve job is available or if all reserve jobs are available.

SOLUTION: To enable the availability of all reserve jobs, perform the following:
1. Access the 25 mode (power ON while pressing the 2 and 5 keys).

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2. Select [1. Software SW setting].
3. Use the arrows on the left to scroll to 16.
4. Use the arrows on the right to scroll to 1.
5. Press OFF.
6. Power the machine OFF/ON to return to normal operation.

Note: If software dipswitch 16-1 is set to ON, only one reserve job will be available.

Solution ID TAUS0622027EN* **Solution Usage** 0

Description

FS111, J72-28 when feeding thick or coated paper in the Staple, Fold, or Stitch and Fold modes.

Solution

CAUSE: Insufficient spring tension on the conveyance roller (p/n 122H50710).

SOLUTION: Install the modified conveyance pressure spring (p/n 12QR45180).

Notes:

1. The spring increases tension on the conveyance roller.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0622052EN* **Solution Usage** 0

Description

LT402, not recognized by the main body.

Solution

CAUSE: A loose wire on CN217, of the PRCB (PRinter Control Board).

SOLUTION: Inspect CN217 for any loose wires and repair as necessary.

Solution ID TAUS0622079EN* **Solution Usage** 0

Description

PLEASE LOAD 5.5x8.5 message when small size originals are placed on the platen.

Solution

CAUSE: The inability of the machine to default to 8.5x11 when small originals are placed on the platen is a limitation of the product. Paper size and magnification ratios must be manually selected.

SOLUTION: To make it easier for customers that copy large quantities of small originals from the platen, it is recommended to select the desired paper tray and magnification ratio and then store the selections under a job in Job Memory. Whenever small originals are to be copied, the customer selects this job from Job Memory which eliminates making paper size and ratio selections for every copy.

Note: Any requests for specification changes should be directed to our [[Marketing Department| URL http://www.konicabt.com/konicode/KoniNav/MKT]].

Solution ID TAUS0622442EN* **Solution Usage** 0

Description

How to program the Mixed Original feature at initialization.

Solution

To program the Mixed Original feature at initialization, perform the following:

1. Access the Key Operator Mode by powering ON the machine while pressing the HELP key.
2. Press [13. Memory Switch].
3. Press the down-arrow and select [4. Job Memory Auto recall (30)].
4. Press [Change Setting Contents] to turn ON this feature.
5. Exit the Key Operator Mode and press [Special Original].
6. Press [Mixed Original] and then press OK.
7. Press the Job Memory key.
8. Access job number 30 by pressing the left arrow and then pressing [30].
9. Press [Store] .
10. The Check Mode screen will appear.
11. Press OK and a screen will appear to name the job.
12. Enter up to 16 characters (optional) and press OK.
13. Power the 7075 OFF/ON to exit the Key Operator Mode.

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Solution ID TAUS0622708EN* **Solution Usage** 0

Description

When using Adobe* Acrobat* Pro version 6x, DG DAT MSG OUT OF EXPECTED SEQUENCE message while attempting to retrieve .tif files from the network scanner using the Konica Minolta TWAIN driver version 1.04. After this message, only the first page of a multiple page file is retrieved.

Solution

CAUSE: Early version Konica Minolta TWAIN network scanner driver is installed.

SOLUTION: Use minimum version 1.11 Konica Minolta TWAIN driver (the latest version is recommended). The driver can be downloaded from the Konica Minolta FTP site or from the [[Konica Minolta website driver database| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]]. When installed, this driver will replace the currently installed TWAIN driver on the Microsoft* Windows workstation.

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Solution ID TAUS0622781EN* **Solution Usage** 0

Description

TU108, stacker section mandatory modification

Solution

To prevent possible injury, a paper exit AUX cover (p/n 13LH98100FOC) is now available to conceal an open area of mechanical moving parts located beneath the stacker section exit tray of trimmer unit TU108. This cover has been factory-installed in trimmer units beginning with serial number 13LH00839. For trimmer units below this serial number, install the cover during the next PM or service call. This is a mandatory modification.
Notes:
1. See Safety Bulletin # 62. .
2. Through January 30, 2004, the paper exit AUX cover can be obtained 100% free of charge for units below the serial number noted above from the Parts Distribution Center using the special ordering procedure in the bulletin. This cover is not available as a spare part.
3. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0622853EN* **Solution Usage** 0

Description

Microsoft* Windows 2003 Server printer driver support, 7085.

Solution

Microsoft Windows 2003 Server printer driver support list. .
Notes:
1. The latest version print driver is available for download from the [[Support & Drivers| URL http://kmbs.konicaminolta.us/eprise/main/KMBS/Support_Center/Home]] section on the public web site or the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0622902EN* **Solution Usage** 0

Description

How to add toner, 7085

Solution

When toner supply is low, PLEASE ADD TONER message displays on the touchscreen. Before adding toner, read the directions on the toner cartridge label. To add toner, perform the following:
1. Open the machine front door. Pull the toner unit out 90 degrees to the right.
2. Lift the green lever (cartridge lock) slightly, and pull it to the right until it stops.
3. Remove the empty toner cartridge.
4. Shake the new toner cartridge several times to loosen the toner inside the sealed cartridge.
5. Remove the toner cartridge cap.
6. Set the new toner cartridge into the toner unit.
Note: Align the hollow part on the toner cartridge with the (set ^) mark on the toner unit.
7. Push the green lever (cartridge lock toward the machine until it locks into place.
8. Return the toner unit to its original position, then close the machine front door securely.
Notes:
   a. View Adding Toner from the 7085 Users Guide.
   b. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0623063EN* **Solution Usage** 0

Description
When scanning to the hard drive and selecting PDF as the format, the image can not be viewed or retrieved when using the Konica TWAIN driver with an applicable software application.

Solution
CAUSE: The Konica TWAIN driver does not support PDF.

SOLUTION: The Konica Scantrip utility will function properly when selecting PDF and scan to hard drive. Konica has developed an FTP download utility called Scantrip. This utility allows downloading of files from the hard drive to the workstation.
Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].

Solution ID TAUS0623265EN* **Solution Usage** 0

Description
When printing from an application via a web browser site, the documents are duplexed when sent to the printer.

Solution
CAUSE: The application running on the browser site outputs mixplexed PCL* from an HP-style driver. Mixplex is ON by default on the IP602/7085 running mainbody minimum firmware versions: Control version 19C, Op Panel version 41, Image version 41, and IP602 system code version 6.0.0d (or later).

SOLUTION: Disable mixplex on the IP602/7085 by setting the 25 mode dipswitch 28-0 to 0.
Note: The listed firmware versions are minimum versions. Please visit the [[Konica FTP site| URL ftp://eproms:epromuser@ftp.konicabt.com/copyhigh/]] for the most up-to-date version information.

* Trademark ownership information

Solution ID TAUS0623268EN* **Solution Usage** 0

Description
Backing up the hard drive (HD105).

Solution
To backup the data, perform one of the following:
1. Use the Job Editor
Use the Job Editor to back up jobs one by one into the end user's PC. The Job Editor can store the image data in the PC, but cannot restore the data to the hard drive. So, once the data is backed up, the user manages and outputs the jobs on the PC. 2. Use NetBackupTool (usable for HD105 and 7085 main body)
Using the NetBackupTool, backup the jobs into the end user PC. After the HD105 is replaced, restore the data.
3. Use the PC
Using a PC, copy data stored in the hard drive. After the HD105 is replaced, connect the PC's IDE connector, and copy the files from the PC OS.
4. Other method
Print out all the jobs. After the hard drive is replaced, register all the jobs again using the hard copies.

Solution ID TAUS0623337EN* **Solution Usage** 0

Description
How to set the LCD touchscreen to default to the network/scanning mode.

Solution
At the present time, the network/scanning mode can not be set as a default.

Solution ID TAUS0623675EN* **Solution Usage** 0

Description
PZ109 not recognized.

Solution
CAUSE: Incorrect installation.

SOLUTION: Ensure that the main body is at the latest version firmware and, in the 25 mode, software dipswitch 22-5 is set to 1 (PZ109 selection).
Note: The latest firmare for the main body and the PZ109 can be downloaded from the Konica FTP site.

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Solution ID TAUS0623679EN* **Solution Usage** 0

Description
PZ109, hole punch availability.

Solution
A 2-hole and 3-hole punch system is selectable.

Solution ID TAUS0623684EN* **Solution Usage** 0

Description
PZ109, finisher compatibility.

Solution
The PZ109, when installed, is placed between the main body engine and finisher unit and is used in conjunction with the FS111 finisher or FS211 booklet maker finisher for the 7085.
Note:. The presence of either finisher is required for installation of a PZ109.

Solution ID TAUS0623806EN* **Solution Usage** 0

Description
PU108, inventory depletion of the Punch Unit.

Solution
Inventory of the Punch Unit, PU108 (Item #950957) for the 7085, is depleted.
Note: As with all Konica products, support will continue.

Solution ID TAUS0624011EN* **Solution Usage** 0

Description
Black lines on copies/images.

Solution
CAUSE: Drum cleaner blade prematurely worn.

SOLUTION: Replace the cleaner blade (p/n 56GA56010). Change the black stripe creation interval from 'not performed' (default) to 'every 5 copies'. This is done via the 25 mode, software dipswitch 12, changing the value from 0 to 1.
Notes:
1. Originals with a low black ratio that are copied frequently can create this problem.
2. Paper that generates excessive paper dust can also cause the cleaner blade to prematurely wear.

Solution ID TAUS0624457EN* **Solution Usage** 0

Description
FS111, J77-46 when copying onto tabs.

Solution
CAUSE: Paper guide part (p/n 129U45140), which switches the paper path, may not contact the tab portion of the sheet being fed into the finisher, causing the tab to jam.

SOLUTION: Install the modified paper guide part (129U45141), lower conveyance guide plate/B (p/n 13TR45041, and conveyance guide plate/A (p/n 13TR45031).
Note: These changes have been incorporated in FS111 finisher serial #13TQ01249 and higher.

Solution ID TAUS0624493EN* **Solution Usage** 0

Description
Scan to E-mail is being received by E-Fax*.

Solution
CAUSE: E-Fax will look for and receive all E-mail scanned as a TIFF*.

SOLUTION: Send scan to E-mail in PDF format.

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Solution ID TAUS0624640EN* **Solution Usage** 0

Description
FS111, main exit tray caution label.

Solution
See Safety Bulletin #66 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0624645EN* **Solution Usage** 0

Description
FS211, main exit tray caution label.

Solution
See Safety Bulletin #66 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625824EN* **Solution Usage** 0

Description
TU108, SC77-37 during operation and unable to select fold/staple and trimmer.

Solution
CAUSE: M106 (FNS driving motor) timing belt fell off.

SOLUTION: Re-install the timing belt.

Solution ID TAUS0625828EN* **Solution Usage** 0

Description
FS111 Service Manual.

Solution
FS111 Service Manual .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625946EN* **Solution Usage** 0

Description
FS211 Parts Catalog.

Solution
FS211 Parts Catalog .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625948EN* **Solution Usage** 0

Description
FS211 Service Manual.

Solution
FS211 Service Manual .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

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[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625951EN* **Solution Usage** 0

Description
FS111 Parts Catalog.

Solution
FS111 Parts Catalog .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0625974EN* **Solution Usage** 0

Description
How to update the main body firmware if the laptop does not have a parallel connection.

Solution
Newer laptops typically do not have a parallel connection which is required to update the firmware of the main body. A PCMCIA to Parallel converter will allow the laptop to communicate with the main body. LPT3 is used for the update procedure as viewed in the ISWTrns utility communication setup. The PCMCIA to Parallel converter can be purchased either locally or on the Internet. The cost can range anywhere from $95.00 to $165.00. The most widely-used card is the Quatech* SPP-100.
Notes:
1. Konica Minolta does not support the PCMCIA-parallel adapter or make any recommendation as to the purchase.
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0626245EN* **Solution Usage** 0

Description
How many E-mail addresses can be programmed via the Email-Address-Export-Tool?

Solution
A maximum of 96 E-mail addresses can be programmed via the Email-Address-Export-Tool.

Solution ID TAUS0626368EN* **Solution Usage** 0

Description
Scantrip utility is only partially displayed after clicking the CHECK button.

Solution
CAUSE: Large Fonts are selected on the Microsoft* Windows 9x/NT desktop.

SOLUTION: Set the font size to Small Fonts by performing the following procedure:
1. Right click on the desktop.
2. Click Properties.
3. In the Display Properties window, click the Settings tab.
4. Click the [Advanced...] button.
5. Hit the down-arrow on the [Font Size:] pull down menu.
6. Select Small Fonts.
7. Click Apply, then OK (do not select restart).
8. Click OK.
Note: Scanning utilities (Scantrip and Scantrip Admin) are now posted on the [[Konica SEC website| URL http://www.sec.konicabt.com/main.html]].

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Solution ID TAUS0626743EN* **Solution Usage** 0

Description
FS111, J72-17 and J72-44 during operation.

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Solution

CAUSE: The punch scrap container and punch scrap duct are plugged with punch scraps, which is causing a slowdown of the punch unit motor.

SOLUTION: Clean the scrap container and duct of built up punch scraps.
Note: Ensure that software dipswitches 15-3 and 15-4 are both set to OFF. This enables a full scrap container message when it fills up.

Solution ID TAUS0626745EN* **Solution Usage** 0

Description

FS211, J72-17 and J72-44 during operation.

Solution

CAUSE: The punch scrap container and punch scrap duct are plugged with punch scraps, which is causing a slowdown of the punch unit motor.

SOLUTION: Clean the scrap container and duct of built up punch scraps.
Note: Ensure that software dipswitches 15-3 and 15-4 are both set to OFF. This enables a full scrap container message when it fills up.

Solution ID TAUS0627053EN* **Solution Usage** 0

Description

FS211, part number for the finisher to main body wiring harness.

Solution

Fnisher to main body wiring harness (p/n 129U90100).

Solution ID TAUS0627160EN* **Solution Usage** 0

Description

PageScope Address Book utility released.

Solution

See the Modification Notice for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627205EN* **Solution Usage** 0

Description

Where to get the PageScope Address Book utility.

Solution

The PageScope Address Book utility can be downloaded from the [[Konica Minolta PageScope web site| URL https://marbt.konicaminolta.jp/crm/pssignup.nsf/NewSignupUS]].

Solution ID TAUS0627212EN* **Solution Usage** 0

Description

PageScope Address Book utility User Manual.

Solution

PageScope Address Book utility User Manual .
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0627477EN* **Solution Usage** 0

Description

In the memory switches, what does 1 SHOT indication time mean?

Solution

This switch setting determines the time duration (3 or 5 seconds) for messages which are displayed for short periods and indicate special circumstances such

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as:
GROUP BUTTON CANNOT BE USED IN THIS MODE
or
NUMBER OF ORIGINALS SHOULD BE -- MAX IN STAPLE MODE

Solution ID TAUS0627499EN* **Solution Usage** 0

Description
PageScope Address Book utility is missing the model drop-down list in the main window.

Solution
CAUSE: The monitor resolution was set below 1024x768, 16 bit color.

SOLUTION: Set the monitor resolution to 1024x768, 16 bit color or better.
SPECIAL NOTE: Solution provided by Charles Wallace, EASTERN COPY PRODUCTS.

Solution ID TAUS0627537EN* **Solution Usage** 0

Description
DF317, PRESS STOP TO CANCEL, PRESS SPECIAL ORIGINAL AND SELECT THE ORIGINAL CONDITION message.

Solution
CAUSE: The RADF is detecting a non-standard size original due to the RADF original size adjustment needing to be performed.

SOLUTION: Perform the original size adjustment by doing the following:
1. Access the 36 adjustment mode.
2. Select [2] Image adjustment.
3. Select [4] RADF adjustment.
4. Select [2] RADF original size adjustment.
This adjustment is a two-part adjustment. For adjustment 1 of 2, place an 8.5x11 inch original in the RADF and align the side guides accordingly. Press START on the touchscreen. Complete should be displayed on the top of the screen. Press next adjustment for adjustment 2 of 2. Insert a 5.5x8-1/2 original in the RADF and align the side guides accordingly. Press start on the touchscreen. Once Complete is displayed the adjustment is done. Power the machine OFF/ON.

Solution ID TAUS0627932EN* **Solution Usage** 0

Description
SC 42-08 during initialization.

Solution
CAUSE: Loss of 24V DC output from DCPS2.

SOLUTION: To confirm the loss of 24V DC, perform the following:
1. With the machine powered ON in 47 mode, check for 24V DC at any orange wires on DCPS2.
2. If no output, unplug the machine, remove the fuse at the bottom of the power supply. Perform a continuity check on the fuse while removed from the power supply. If the fuse is open, replace the fuse with a 6.3 amp fuse obtained locally.
3. If the fuse is not open, reinstall and turn the machine ON in 47 mode again. Set your meter to a high AC voltage range (over 300V AC). Insert one meter lead into the connector marked FT3 and the other lead into the connector marked FT4 located above the fuse.
4. If normal line voltage (208/230V AC) is measured, the DCPS2 is defective and must be replaced (p/n 55VB84520).

Solution ID TAUS0627942EN* **Solution Usage** 0

Description
Part number for a pin extraction tool for the fuser connector.

Solution
Pin extractor tool (p/n 00TL-3030).

Solution ID TAUS0628124EN* **Solution Usage** 0

Description
How to reset memory parameter board.

Solution
CAUTION: The following steps must be followed exactly in order to confirm a factory reset has been completed.
To reset the Memory Parameter Board, perform the following:
1. Access the 25 mode.

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2. Select option #8, Serial Number.
3. Enter correct serial number of the machine.
4. Select option 1 and change dipswitch 31, bit 0 to 0 (OFF).
5. Exit the 25 mode.
6. Access the 47 mode.
7. Perform factory reset:
   a. Enter 92 and press Start, wait for display to read FIN
   b. Enter 96 and press Start, wait for display to read FIN
   c. Enter 93 and press Start, wait for display to read FIN

Notes:
*** If display does not read FIN after any step, the reset will not be completed. If FIN is not displayed, proceed to steps 7 through 10.
*** If FIN is displayed enter 94 and press Start.
*** Compare all default dipswitch settings to service manual to ensure the reset has completed successfully. If all settings are correct skip to step 11, otherwise proceed to step 7.

8. Exit the 47 mode.
9. Access the 25 mode and select option 1 Software SW.
10. At this point, check the manual to compare the machine default and current setting dipswitches to the manual. In this case, there were thirteen undefined dipswitches and one defined dipswitch where default and settings were different from the manual. Before proceeding, change the current settings to the manual default settings. Be sure to have available the EPROM PDF to compare any dipswitch settings that may be referenced for the current ROM version.
11. After comparing Dipswitch Settings to the manual, re-do the factory reset by performing the following:
   a. Access the 47 Mode.
   b. Enter 92 and press start, wait for display to read FIN.
   c. Enter 96 and press start, wait for display to read FIN.
   d. Enter 93 and press start, wait for display to read FIN.
12. Go back into the 25 mode and recheck Dipswitch Settings and all adjustment settings (Dipswitch settings, high voltage, timing, etc.) to ensure they are the defaults for the particular model being serviced.
13. Perform all copy quality, timing, high voltage adjustments just as if setting up the machine as new.
14. Change appropriate Dipswitch Settings for the location (i.e., Dipswitch 1, bit 1 to ON, counts 2 for 11x17, etc).
15. Test machine for proper operation.

Solution ID TAUS0628919EN* **Solution Usage** 0

Description
PageScope Address Book utility information.

Solution
Konica Minolta Bulletin Number 4658

[[Managing the Address Book| URL http://konicaminolta.jp/pagescope/us/products/products/psabu/index.html]] or the [[Konica FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]]

[[Importing and Exporting Address Book Information| URL http://konicaminolta.jp/pagescope/us/products/products/psabu/function.html]]
Note: To view PDFs, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0629187EN* **Solution Usage** 0

Description
J71-01, with the DF317 and the FS108 initializing several times before finding home position.

Solution
CAUSE: A failed DCPS2.

SOLUTION: Replace the DCPS2 (p/n 55GB84520).

Solution ID TAUS0630472EN* **Solution Usage** 0

Description
'This device does not support scanning function' error message when retrieving address book utilizing PageScope Address Book utility.

Solution
CAUSE: The engine address book was trying to download via the IP controller network port.

SOLUTION: To download or upload address book information, connect to the engine network port. To configure the TCP/IP* address on the engine, perform the following:
1. Press HELP (?) to access Key Operator mode.
2. Press (1. System Initial)
3. Set engine TCP/IP address, subnet mask and gateway.

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4. Exit key operator mode.
5. Download the address book from the engine.

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Solution ID TAUS0630626EN* **Solution Usage** 0

Description
How to disable the MODE, and/or HELP buttons.

Solution
These buttons can not be disabled.

Solution ID TAUS0638974EN* **Solution Usage** 0

Description
Unable to access All Active Solutions on NSSG Web Support.

Solution
CAUSE: Certain end user permissions are in place to prevent unauthorized access. Unfortunately, some technicians are also 'locked out'.

SOLUTION: Here is the [[All Active Solutions for the 7085| URL http://techweb.konicabt.com/WebSolution/7085.pdf]] document.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0639606EN* **Solution Usage** 0

Description
A status page is not printed at power up and also can not be printed from the web utility when browsing to the NIC.

Solution
CAUSE: ECM mode is enabled.

SOLUTION: Temporarily disable ECM mode if a status page is needed. All of the information on the status page can be viewed when browsing to the NIC so disabling ECM mode is not required.
.

Solution ID TAUS0639912EN* **Solution Usage** 0

Description
FS211, Spare parts setting of new stapler jig.

Solution
See T20040115A1 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0640248EN* **Solution Usage** 0

Description
Developer spilling from the developing unit.

Solution
CAUSE: The charge corona failed or is not installed correctly.

SOLUTION: Inspect the charge corona for proper installation or incorrectly installed wires/grid. If necessary, replace the charge corona assembly (p/n 55GA-2500).

Solution ID TAUS0641134EN* **Solution Usage** 0

Description
Shape change of pressure lever by part sharing with new model.

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Solution
See KOM050240 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0641214EN* **Solution Usage** 0

Description
Thermostat replacement precautions for all models using Faston Terminals.

Solution
CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0641476EN* **Solution Usage** 0

Description
How to disable the key counter from incrementing during print jobs.

Solution
To disable the key counter from incrementing during print jobs, perform the following:
1. Access the 25 mode (while holding down the 2 and 5 keys, power the machine ON).
2. Select [1 Software DIP SW].
3. Select DIP SW 16 using the up/down arrows at the left.
4. Select bit 3 using the up/down arrows on the right.
5. Select ON.
6. Press the PREVIOUS SCREEN button to return to the 25 mode.
7. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0641585EN* **Solution Usage** 0

Description
Is the TWAIN driver compatible with Macintosh*?

Solution
The TWAIN driver is not compatible with Macintosh.

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Solution ID TAUS0641705EN* **Solution Usage** 0

Description
FS211, J72-17 and/or J72-18 with jamming at the bypass gate. Jamming does not occur unless copies/prints are being directed into the stacker for stapling and/or folding.

Solution
CAUSE: The travel limit of the bypass gate is set by 2 rubber pads on the "gate" (located just above the bypass gate). On some machines these pads do not allow the bypass gate to move far enough when its solenoid (SD5) fires. Adjusting the positions of the solenoids does nothing to correct this. Either a gate is warped or the pads are too large.

SOLUTION: Removing the pads will resolve the jamming, though a noise will be heard each time the bypass solenoid fires (once per set on all sets after the first one). Replacing the gate (p/n 12QR45292), bypass gate (p/n 12QR45301) and pads (2) (p/n 129u45170) should solve the problem and eliminate the noise.
SPECIAL NOTE: Solution provided by Stephen Hooker, KMBS SAN FRANCISCO

Solution ID TAUS0642625EN* **Solution Usage** 0

Description
Print jobs are stuck in the queue as the Microsoft* Windows server or workstation is waiting for machine status to change to ready (from the feedback

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condition of Add Paper - for example).

Solution

CAUSE: SNMP status enabled on the print driver installed on the server. With this enabled the print queue constantly monitors SNMP printer feedback (door open, paper tray empty, etc.). The feedback from the machine may not be in real time resulting in locking the print queue on the server or workstation hosting the printer.

SOLUTION: Disable SNMP status on the print driver.
1. From the printers folder, highlight the printer object, right click and select properties.
2. Select Ports
3. Configure Port.
4. Uncheck SNMP Status Enabled.

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Solution ID TAUS0643155EN* **Solution Usage** 0

Description

SC34-01 is displayed at power up. The code can be cleared but returns after a few seconds.

Solution

PROBABLE CAUSES:
1. Failed TH1 sensor. Replace the sensor.
2. Failure of PRCB (Printer Control Board). Replace the board.
3. Failure of ACDB (AC Driver Board). Replace the board (p/n 56GB-9080).

Note:
Check the TH1 thermistor, making sure that it is adjusted to the proper height and is connected properly.

Solution ID TAUS0643471EN* **Solution Usage** 0

Description

Machines are usually shipped in a condition that the cleaning blade does not contact the photoconductive drum. However, it has been found that 96 machines have been shipped with the blade slightly pressed against the drum.

Solution

CAUSE: As the result of verification, it is presumed the possibility of failure such as drum damage or cleaning failure would be low.

SOLUTION: If a drum and/or cleaning blade damage caused by the pressure is found at installation of these 96 machines , please contact Felix Burgen (800-456-6422 x2478) in Engineering.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0643592EN* **Solution Usage** 0

Description

The warm up time of the copier seems extended, taking between 10 and 15 minutes for the copier to warm up. When making copies of duplexed pages, some of the pages are missing from the output sets. The copier also intermittently keeps running during a copy cycle and no pages seem to be output. No service codes or jams are being generated and the only way to reset the copier is to power OFF/ON.

Solution

CAUSE: The ICB (Image Control Board) has failed.

SOLUTION: Replace the ICB (p/n 56GA-9010).
Note: The new ICB, when installed, requires the Image Control Flash ROM to be installed. Failure to do so will result in a copier that will not power up. The timer LED on the control panel will also be flashing. Flash the ROMs to the latest revisions found on the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]]. If unable to access the 25 mode due to firmware failure, access the non-graphical ISW mode by holding the HELP and CHECK keys while powering on. If the LCD is blank and the timer LED is flashing the HELP and CHECK mode will not function. At this point, connect the laptop and send the Image files while the machine is ON and the timer LED is flashing. Then follow the text instructions on the display.

Solution ID TAUS0643810EN* **Solution Usage** 0

Description

SC70-01 on power up after new installation of the FS111 finisher.

Solution

CAUSE: This issue is caused by a communication problem between the finisher and copier. In most cases this is due to having the incorrect finisher

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installed. There are two variants of FN115/FS111. The first variant is the FN115/FS111M (Item #4376-622) which can be connected with the Di5510/7255 and Di7210/7272. The second variant is the FN115/FS111 (Item #4376-612) which can be connected with the Di850/7085. The problem is generated when the FN115/FS111M for the Di5510/7255 is used with the Di850. The FN115/FS111M finisher can easily be identified by the addition of a 4" to 6" wire harness included with the installation hardware that comes with finisher.

SOLUTION: If an incompatible finisher (FN115/FS111M) being connected to a Di850 the finisher, it can be made to work by first omitting the installation of the additional wire harness and then downgrading the firmware in the finisher to a version that is compatible with the Di850. Please reference service bulletin 4498A which indicates the latest compatible version of EPROM (p/n 7664-4377-01) for the Di850/7085 and the FN115/FS111.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0644402EN* **Solution Usage** 0

Description
Machine shipped with the cleaning blade slightly pressed.

Solution
See TNBT0400025EN00 and TNBT0400025EN00_TNDm_delivered_SN.xls for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0645402EN* **Solution Usage** 0

Description
SC50-01 or SC80-02 on start up.

Solution
CAUSE: A communications issue exists between the ICB (Image Control Board) and the PRCB (Printer Control Board).

SOLUTION: Unplug then reseat the ICB and the ICIFB. Unplug and reseat all of the connections to the PRCB to insure the two boards have a solid electrical connection to each other. If the problem persists, replace the ICIFB (p/n 4014-3248-01 for the 7075/7085 and p/n 4027-1396-01 for the Di750/Di850).

Solution ID TAUS0646834EN* **Solution Usage** 0

Description
Does Konica Minolta provide support for Equitrac* products?

Solution
For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

*[[Trademark ownership information| FILE V:\\TEXT\\TRADEMRK.TXT NEW]]

Solution ID TAUS0647251EN* **Solution Usage** 0

Description
DF317, Countermeasures for the belt coming off prevention

Solution
See KOM051187.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0647261EN* **Solution Usage** 0

Description
Countermeasures for interference prevention (Cover assy).

Solution

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See KOM051196.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0647561EN* **Solution Usage** 0

Description
Does WinFax Pro10 Software work with AHT OneRip 2?

Solution
A WinFax Pro10 Software Option is available for the OneRip 2 solution. Fax from a KonicaMinolta legacy MFP that previously did not offer fax capabilities. When connecting multiple printers to the OneRIP 2 server, all connected printers are enabled with faxing. The MFPs do not require a fax board. Working as the Scan to E-mail function, simply insert the fax number in place of an E-mail address, and proceed. The WinFax Pro Option supports the following devices:
Di450/Di550
Di551/Di650, 7155/7165
Di750, 7075
bizhub Di470
bizhub Di5510/Di7210, bizhub Di7255/7272
bizhub Di850, bizhub 7085
bizhub CF2002/CF3102

Solution ID TAUS0647798EN* **Solution Usage** 0

Description
To achieve parts standardization with the other model, the Electrode vibrating rubber has been modified.

Solution
See KOM051320.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

* Trademark ownership information

Solution ID TAUS0647803EN* **Solution Usage** 0

Description
To achieve parts standardization with the other model, the Ribs have been added Charge block front.

Solution
See KOM051323.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0648112EN* **Solution Usage** 0

Description
Code SC21-03.

Solution
See KOM051427.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0648115EN* **Solution Usage** 0

Description
FS111, intermittent SC70-01 while stapling.

Solution
CAUSE: Firmware upgrade required.

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SOLUTION: Install FS111 firmware level 15.1. The firmware can be downloaded from the [[Konica Minolta FTP site| URL ftp://kbtdigital:kx15@ftp.konicabt.com]].

Solution ID TAUS0648553EN* **Solution Usage** 0

Description
When scanning an 8.5x11 inch document using either PDF or TIF via E-Mail, HDD or FTP, the received document indicates a size of 8.48x10.96.

Solution
CAUSE: This is a known product limitation.

SOLUTION: Konica Minolta will not address this issue on current products, however a correction will be pending on future products.

Solution ID TAUS0648847EN* **Solution Usage** 0

Description
Toner spilling in the copier. After a developer change machine works properly for 30,000 to 40,000 copies then dumps again.

Solution
CAUSE: The developer is becoming damaged from continuing to run the copier after an out of toner condition. The copier can run 3,000 copies after each time the door is opened and closed. The developer is damaged if toner is not replaced after the first out of toner indication.

SOLUTION: Replace the developer.

Note: Setting DIPSW1 bits 0 - 7 to "OFF" in the 25 service mode limits the copier to 1,500 copies (instead of 3,000 by default) when an out of toner condition is detected.

Solution ID TAUS0649083EN* **Solution Usage** 0

Description
Intermittent black copies with paper wrapping around drum.

Solution
CAUSE: Poor drum ground.

SOLUTION: Clean and service the front and rear drum bearings. Clean only the inner circumference of the bearing and the drum shaft. Use Scotch-Brite* or emory cloth to clean build-up. Do not lubricate or flush bearing with alcohol. The bearing is packed with conductive grease which is needed for proper operation. Replace the bearing if does not turn properly or if the bearing appears worn. Make sure the drum shaft coupler is flush against the drum flange and the notch is flush with the front bearing when reinstalling.

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Solution ID TAUS0649322EN* **Solution Usage** 0

Description
Upper fuser lamps, L2 and L3 do not come on. No error code is generated.

Solution
A bad pin in blue fuser connector on main body rear side. The pin is connected to the thick black wire upper left of connector. Checked all voltages to the connector, inspection revealed a worn out pin. Replaced pin,(Fixing Power Source Wiring#55VB90030.) Credit for this solution goes to Todd Mudge of Alpha Omega Business systems.

Solution ID TAUS0649940EN* **Solution Usage** 0

Description
Paper Tray displays A3W no matter what size is loaded in the tray 1.

Solution
Power on machine while holding down the "Help" key , Press selection #6 (Paper Type/ Special Size Set). Highlight/ Select Tray 1. Check the setting; it should be Normal. Check the Size it should be "Std". The tray was improperly set for A3W wide paper.

Solution ID TAUS0651062EN* **Solution Usage** 0

Description
Part number for the drum claw shaft.

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Solution
Drum claw shaft (p/n 56AA17590).

Solution ID TAUS0651196EN* **Solution Usage** 0

Description
Error Transfer adjustment message when performing the T/S corona HV adjustment.

Solution
CAUSE: HV2 has failed.

SOLUTION: Replace HV2 (p/n 55VE-K010).

Solution ID TAUS0651764EN* **Solution Usage** 0

Description
What settings need to be changed in the Visual PostScript* driver to have a large print job spool completely before being sent to the printer?.

Solution
Go to the "Advanced" tab in the driver and change the setting to have the job spool completely before being sent to the printer.

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Solution ID TAUS0651771EN* **Solution Usage** 0

Description
The FS111 operates for a while then a massive jam is created at the exit area of the copier/ finisher entrance. No jam code is displayed. Once the paper is cleared the finisher goes into a state of limbo, never initializing again.

Solution
CAUSE: Examination of the machine revealed the FS111 finisher wiring harness had been routed next to the finisher main drive motor.

SOLUTION: It was rerouted to the original position on the plate the control board for the finisher is mounted. Afterward 7000+ copies were run with no problems.

Solution ID TAUS0651923EN* **Solution Usage** 0

Description
J32-05 exit jam.

Solution
CAUSE: The Pusher Plate and Holder Plate in the trimmer stacker area of the TMG1/TMG2/TU1 can suddenly stop in the middle of a stacking operation. The MS3 and MS4 (microswitches) in the TMG1/TMG2/TU1 have failed due to oxidation of their contacts. The switches are in series with the power supplied to M106 (holder motor) and M107 (pusher motor). When the microswitches become oxidized, insufficient current is supplied to the motors causing them to stop. The failure of the trimmer motors causes all of the finisher options to shut down.

SOLUTION: Replace MS3/MS4 (p/n 4014-1301-01) as a set.
Note: Replace both of the microswitches, even if they seem to function under continuity test or 47 Service Modes, I/O Check Mode.

Solution ID TAUS0652061EN* **Solution Usage** 0

Description
FS211, sheets are out of order when stapled.

Solution
CAUSE: The bypass gate return spring (solenoid spring) has broken allowing the gate to be out of position.

SOLUTION: Replace the damaged solenoid spring (p/n 12QR45330).
Note: The spring is located around the gate shaft at the rear side of the finisher.

Solution ID TAUS0652587EN* **Solution Usage** 0

Description
Wavy image when the ADF is used to make copies.

Solution

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See KOM060890.pdf for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0652614EN* **Solution Usage** 0

Description
Is the 7085 supported with version 2.2.1 of Scantrip?

Solution
The 7085 is supported with version 2.2.1 of Scantrip.

Solution ID TAUS0652873EN* **Solution Usage** 0

Description
Slow printing when numerous individual jobs (i.e. SAP*, individual batch printing) are sent. The main body stops, then starts between each job.

Solution
CAUSE: Continuation print is set to OFF (default).

SOLUTION: This issue has been corrected with version 13.0 image processing EPROMS. In the Key Operator mode, set continuation print to ON for proper operation when printing multiple

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Solution ID TAUS0653103EN* **Solution Usage** 0

Description
Changes made to copier initial settings (in key op mode) are lost after the panel reset button is pressed. The settings revert to the factory defaults.

Solution
CAUSE: Incorrect memory switch setting.

SOLUTION: To retain copier initial settings, perform the following:
1. Enter key op mode.
2. Go to memory switch setting.
3. Change memory switch 2 to "initial setting."
4. Return to key op mode.
5. Go to copier initial setting and make desired changes.
6. Exit key op mode.

Solution ID TAUS0653532EN* **Solution Usage** 0

Description
'Please Wait Warming Up' message in the middle of a print job.

Solution
CAUSE: Worn contact pins in the (blue) fuser connectors.

SOLUTION: Replace both the main body (p/n 55VB90060) harness and fuser wiring harness (p/n 56GB90030).

Solution ID TAUS0654238EN* **Solution Usage** 0

Description
DF313, countermeasure against abnormal noise.

Solution
Refer to Bulletin #5415 for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0654240EN* **Solution Usage** 0

Description
DF317, countermeasure against abnormal noise.

Solution
Refer to Bulletin #5415 for details.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0655891EN* **Solution Usage** 0

Description
Images opened in File Magic* (by Fortis*) print out as a negative via the PCL driver. Whites are black and vice-versa.

Solution
CAUSE: This application uses the Windows Image Viewer* to view documents. This is a known issue with Windows Image Viewer and the Konica PCL* driver.

SOLUTION: As a workaround, select the negative check box in the graphics tab of the PCL driver. It may be necessary to create another driver and set negative as the default in that driver. The user should then select this driver when printing from this application.

Note: This issue does not occur when printing from the Adobe* PostScript* or Visual PostScript driver for this controller.

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Solution ID TAUS0656212EN* **Solution Usage** 0

Description
Mail Merge staples all pages together, but end user would like to separate mail merge into separate jobs based by name or address.

Solution
Download and import [[word_mail_merge_printing|URL http://techweb.konicabt.com/tpm/media/word_mail_merge_printing.pdf]] into normal.dot. Set up the driver you want to use as the default and then set the finishing features desired in Printing Preferences. Run normal.dot under macros, you should be presented with a question of how many sections are in the merge (i.e., how many pages before the next name or address in the merge).

Solution ID TAUS0656483EN* **Solution Usage** 0

Description
How to load 32 bit XP drivers on a Windows* 2003 64 bit server for driver migration to the 32 bit clients.

Solution
32 bit driver files are not recognized when attempting to load on a 64 bit system, therefore the files must be pulled from a 32 bit system in order to add additional driver support on a 64 bit server.

1. After installing the PCL, PS(Visual), PS(Plug-in) or PS(Adobe*) driver on the server, install the same type driver (32 bit version) on one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64 bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32 bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

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Solution ID TAUS0600708EN* **Solution Usage**

Description
What print drivers are compatible with Macintosh® OS X (Version 10)?

Solution
The latestprint driversare available via the Konica Minolta Download Selector. Access the Selector from theKMBS public site (http://www.kmbs.konicaminolta.us), Support & Drivers tab or from SSDWeb Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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Macintosh® OS 9x applications within OS 10.2.x are supported using the current Adobe® PostScript drivers for Macintosh® at http://www.adobe.com/support/downloads/product.jsp?product=44&platform=Macintosh .

Solution ID TAUS0626956EN* **Solution Usage**

Description

Is Bates Stamping supported?

Solution

Bates Stamping is not supported.

Solution ID TAUS0639646EN* **Solution Usage**

Description

Test results when printing from PrintShop Mail© version 5. Testing was performed on the 7085, 7145, 7235, 7228, 7272, 7255, 8050, C350 and 8031. Tests were performed on 9/04 and may not reflect changes or updates that have occurred after testing was complete.

Solution

Printers that exhibited no abnormalities are the C350, 8031, 7085, 7272 and 7255. All print jobs printed correctly as they were sent.
Booklets can only be scaled at 100%, as a form cannot be scaled after it is sent to the printer. If the form is 8.5x11, a signature booklet cannot be made.
All of these printers exhibited slow performance when the job was set up to be split for finishing options. This is due to the nature of the printers being document printers and not page printers.
Printing anywhere near rated engine speed should not be expected on split PrintShop Mail© jobs.
Printing to the C350, 8031 and 8050 using the Freeform option speeded up performance as the form is pre-RIPped on the controller and does not have to be RIPped for each set.
If using the split job function, performance is still slowed down using Freeform as each set is sent down as a separate job.
The following are the only items that did not perform correctly with this basic test:
1. IP-432/7145, IP-424/7228/7235 visual drivers did not allow any printing. All print jobs generated a PostScript error. The Adobe® based drivers for these printers did work, but do not support all features of the printer.
2. IP-901/IP-921/8050 booklet mode does not function. This is in specification of the 8050. Prospective customers of PrintShop Mail© should be aware of this limitation if purchasing for this engine.
3. One test document did not print using the Freeform option on the IC-401, IP-921 and X3e PLUS, but did print on the IP-901. All other test documents printed fine. This was a large graphics file and may not have printed due to the smaller amount of memory on the embedded controllers.

Solution ID TAUS0642028EN* **Solution Usage**

Description

No power.

Solution

CAUSE: A failed image processing board.

SOLUTION: To diagnose, perform the following:
1. With the machine powered ON, measure the AC input to DC power supply.
2. At the bottom of DC power supply 2, insert the meter leads into the black and white connectors labeled FT3 and FT4.
3.When the machine is powered ON, 208/230V AC should be measured. The voltage must be measured with one meter lead in the black wire and the other lead in the white wire. Do not measure each individually to frame ground.
4.If the correct voltage is measured, DC power supply 2 is defective and must be replaced (p/n 55VB84520 - 7085; p/n 4027-1432-01 - Di850).
5. If 0V AC is measured in step 1, check the voltage at CN900-1 and CN900-5 on the power supply management board. Each pin should have 5V DC.
6. Check CN903, pins 1-4 on the power supply management board. If no voltage is present, on any of the pins, the power supply management boardhas failedand must be replaced (p/n 55VA-9130 - 7085; p/n 4014-3254-01 - Di850).
7.If 5V DC is measured on all the pins, the image processing board has failed and must be replaced (p/n 56GA-9010 - 7085; p/n 4027-1384-01 - Di850).

Solution ID TAUS0648063EN* **Solution Usage**

Description

SC21-01 at power up.

Solution

CAUSE: Binding or failed M23 (Charge cleaning motor).

SOLUTION: Remove the Charge corona unit and inspect the gears for binding. Replace M23 (p/n 25AA80090), Charge cleaning gear/1 (p/n 55VA77230), Charge cleaning gear/2 (p/n 55VA77240) or the Charge corona unit (p/n 56GA-2500) as necessary.

Solution ID TAUS0655608EN* **Solution Usage**

Description

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Are Konica Minolta MFPs compatible with Category 6 cable standard?

Solution

Konica Minolta MFPs are fully compatible with Category 6 cable standard.
Category 6 cable is a cable standard for Gigabit Ethernet and other network protocols that is backward compatible with the Category 5/5e and Category 3 cable standards.
Cat-6 features more stringent specifications for crosstalk and system noise. The cable standard is suitable for 10BASE-T/100BASE-TX and 1000BASE-T (Gigabit Ethernet) connections and it provides performance of up to 250MHz.

Solution ID TAUS0656300EN* **Solution Usage**

Description

SAP device types availability.

Solution

Refer to attached Marketing Bulletin #06-GB-039 for details.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0657815EN* **Solution Usage**

Description

Folding and stapling options are grayed out and unavailable.

Solution

CAUSE: Loss of 5V DC to ICP6 on the FNCB (Finisher control board). This was due to the bushed for the rear stapler unit pivot bushing falling out of place.

SOLUTION: If the rear stapler unit is moved to the corner staple position and the Clinch remains in the down position, remove the staple unit and inspect the bushing. Replace the FNCB (p/n 13TQ-9010).

Solution ID TAUS0657816EN* **Solution Usage**

Description

'SPECIAL' is indicated even though 8.5x11 / 8.5x11R / 8.5x14 / 11x17 paper is in the tray.

Solution

CAUSE: A small piece of paper is stuck where the trayconnector and the main body connector come together. With the tray pulled out and 8.5x11 paper installed, the correct size isindicated. SPECIAL is onlyindicated after the tray has been inserted.

SOLUTION: Remove the individual tray; thoroughly inspect forand remove any paper that may bepreventingproper connection.

Solution ID TAUS0658265EN* **Solution Usage**

Description

F35-02 at power up.

Solution

CAUSE:Fuser connector arcing due to poor connection where the fuser mates in the rear.

SOLUTION: Reform and clean the fuser unit male and female connectors.

Solution ID TAUS0700129EN* **Solution Usage**

Description

SC28-03 code.

Solution

CAUSE: Failed T/S corona unit.

SOLUTION: Replace T/S corona unit (p/n 56GE-2700).

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Solution ID TAUS0700516EN* **Solution Usage**

Description
SC21-06 at power up.

Solution
CAUSE: The T/S Corona Unit Cleaner Motor has failed or the drive gears are bound.

SOLUTION: Replace the failed cleaner unit assembly (p/n 56GA-0730).

Solution ID TAUS0701195EN* **Solution Usage**

Description
An incorrect charge wire (p/n 56UA26130) is included in some 7085 PM kits (kit #D56GAPM500).

Solution
The correctcharge wire is p/n 55VA26130.
Note: To obtain the correct charge wire at no charge, call Lisa at 800-456-6422, ext. 2185. If you reachvoicemail, please leave a message with your name and telephone number so that she can return your call.

Solution ID TAUS0701960EN* **Solution Usage**

Description
Intermittent 19-1 jam error code.

Solution
CAUSE: The main charge corona grid is loose.

SOLUTION: Remove the main charge corona and reseat the grid.

Solution ID TAUS0702122EN* **Solution Usage**

Description
J32-02 when duplexing.

Solution
CAUSE: SD4 in the FS-108 or FS-108B is misadjusted.

SOLUTION: Adjust SD4 in the finisher according to the Service Manual.
Note : For a quick troubleshooting method, max out the stroke for SD4 and test.

Solution ID TAUS0702136EN* **Solution Usage**

Description
Paper size 8.5x11R is recognized as A4R when feeding from the document feeder.

Solution
CAUSE: Incorrect dipswitch setting.

SOLUTION: To adjust the machine to recognize 8.5x11R correctly, perform the following:
1. Enter 25 mode.
2. Select Software DIP SW Setting.
3. Set DIPSW 13-1 to 1 and exit the mode.

Solution ID TAUS0702146EN* **Solution Usage**

Description
How to perform Print Screens (screen shots) from a Microsoft® Windows OS and Macintosh® OS.

Solution
Please see the attacheddocument for detailed information.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: http://www.adobe.com/products/acrobat/readstep2.html

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Solution ID TAUS0702173EN* **Solution Usage**

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Description
Does the complete VIF kit have to be ordered to get the VIF board?

Solution
The VIF board can be ordered individually. IP602/7085 VIF board(p/n 13TL-7311).

Solution ID TAUS0702357EN* **Solution Usage**

Description
Faded copies only on the second side.

Solution
CAUSE: The ADU DB or HV2 has failed.

SOLUTION: Reseat all connectors on the ADUDB. Replace the ADUDB (p/n 56GA-9070) as necessary and/or replace HV2 (p/n 55VE-K010).

Solution ID TAUS0702376EN* **Solution Usage**

Description
Unable to print all ECM accounts.

Solution
CAUSE: ECM accounts were deleted and now there are spaces/blanksbetween the ECM accounts.

SOLUTION: Re-program the ECM accounts consecutively and ensure there are no spaces between ECM accounts.

Solution ID TAUS0702797EN* **Solution Usage**

Description
Part number for the High voltage (HV) unit.

Solution
High voltage (HV) unit(p/n 55VA84012).
Note : The HV unit islisted asHigh tension power source/1.

Solution ID TAUS0702890EN* **Solution Usage**

Description
Printing to a Windows Samba shared printer from a Macintosh®.

Solution
Please perfrom the step-by-step procedure mentioned in the attached document.
Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at:
http://www.adobe.com/products/acrobat/readstep2.html

Solution ID TAUS0702892EN* **Solution Usage**

Description
Availability of 64-bit PCL printer drivers.

Solution
The latest 64-bit PCL printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0702893EN* **Solution Usage**

Description
Availability of an Adobe® PostScript printer driver for Intel® Macintosh®.

Solution
The latest Adobe® PostScript printer drivers for Intel® Macintosh® are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

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Solution ID TAUS0702894EN* **Solution Usage**

Description

Controller reboots when connected to a Macintosh® (OS version 10.4) after installing Adobe® PostScript printer driver for Intel® Macintosh® (PS-362, version 22.1.0).

Solution

CAUSE: Spool is set “ON” on the controller setting of the main body printer screen.

SOLUTION: Set Spool “OFF”.
Note : The setting becomes valid after powering OFF/ON the main body power switch.

Solution ID TAUS0702943EN* **Solution Usage**

Description

Availability of 64-bit Virtual PostScript printer drivers.

Solution

The latest 64-bit Virtual PostScript printer drivers are available via the Konica Minolta Download Selector. Access the Selector from the the KMBS public site (http://www.kmbs.konicaminolta.us) Support & Drivers tab or from SSD Web Support (CS Expert Support) by clicking on 'Download MSDS, Drivers, Firmware and more'.

Solution ID TAUS0703040EN* **Solution Usage**

Description

TU-109 is not recognized.

Solution

CAUSE: The isolation softswitch is enabled.

SOLUTION: Set softswitch 18-5 to0:
1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while holding down on the 2 and 5 keys).
3. Touch [1 Software SW setting] on the touch screen.
4. Touch the left up-arrow, which is displayed on the touch screen until18 is displayed.
5. Use the right arrow if needed to scroll to 5.
6. Enter a 0 for OFF and press OK.

Solution ID TAUS0801755EN* **Solution Usage**

Description

What soft switch controls the faulty part isolation for the ADF?

Solution

To enable and disable the ADF use soft switch 18-4. Setting 18-4 equal to (1) disables the ADF and setting it to(0) enables the ADF.
SPECIAL NOTE : Solution contribution by Greg Lantowski, Production Print/SSD

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